

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION
GROUP HELD ON WEDNESDAY 19TH FEBRUARY, 2014 AT 13:45

Present:

11 members present

Apologies:

4 apologies

Item	Description	Action
1.1	Welcome and thanks from the chairman.	
2	Minutes and Matters Arising	
2.1	The PPG is to have the first notice board on the right in reception for the display of materials such as the minutes of meetings. It will not include a list of members.	
2.2	A new policy is to be adopted with regards to the use of the practice's wheel chair. Ambulance crews will now be requested to use their own. Patients will not routinely be able to ask members of staff to push them around the premises, however if they have a carer or friend who is willing to push them; they may borrow the wheel chair.	
2.3	The minutes were agreed as being a true and accurate reflection of what took place at the last meeting.	
3	Update on Work Strands	
3.1	<p><u>Patient Survey</u></p> <p>The Patient Survey 2013-14 has now been completed. The target of 325 completed surveys was reached and thanks were extended to all those who took part. The results have been analysed and were presented to the PPG.</p> <p>Four action points emerged from a general discussion of the results:</p> <ul style="list-style-type: none"> • To look again at the availability of appointments to book on the same day that a patient calls the surgery. It was noted that there have already been substantial increases in the number of appointments available to book in this 	

	<p>manner.</p> <ul style="list-style-type: none"> To increase patient awareness of the availability of the two nurse practitioners, and the sorts of problems they can deal with. To advertise again the availability of the Extended Hours clinics which are run on Monday and Thursday evenings, and each morning with the exception of Thursdays. Furthermore, to remind patients that these appointments are primarily there for those who work. To increase the profile of the PPG and advertise more widely what it does. <p><u>Telephones</u></p> <p>The use of the two telephone numbers (0844 and 01924) has been reviewed. Of the six lines available, originally, each number received three. As more people have moved to using the 01924 number, this has been recently changed to four lines for the 01924 and two for the 0844. The chairman then showed the average waiting times for people who call the surgery. A PPG member questioned whether the waiting time was taken from the moment you are connected to the surgery, or from the point at which you hear the options. The PPG gave its assent to the lines being amended again to five for the 01924 and one for the 0844.</p> <p>The chairman proposed an alternative message to be played when patients call the surgery. The PPG considered this, and a PPG member suggested that it may be a good idea to place the warning about prescriptions and results only being available between certain times, immediately after the welcome message. This would then allow those who want either of these services to ring off if they are calling at the wrong time, and free up spaces in the queue for appointments.</p> <p>Lastly, the Patient Partner facility is not used a great deal, and the cost of the maintenance contract is now going to fall on the practice. The chairman said that the surgery was minded to drop it when the initial contract expires, and the PPG signified its support for this.</p>	<p>Action - chairman to review the information on the call-in boards, and the time intervals.</p> <p>Action – chairman to alter telephone line priorities and to confirm from what point the waiting times are measured.</p> <p>Action - chairman to liaise with the phone company to look at the changes agreed.</p>
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4	<p>New Work Strands</p> <p>No new work strands were identified.</p>	
5	<p>Patient Suggestions</p> <p>No patient suggestions were received.</p>	
6	<p>News from the Practice/CCG/DoH</p> <p>6.1 The senior partner will retire on the 28th March. She will be replaced by a salaried GP. A message book is in reception for patients to write farewell messages.</p> <p>6.2 The Primary Care Local Improvement Framework will be terminated at the end of March this year. A replacement has not been confirmed as yet, however, both the Operations Development Co-ordinator and the nurse practitioner will be kept on by the practice.</p> <p>6.3 Local Clinical Network 6 has submitted a bid to provide extended opening hours in response to the Prime Minister's Challenge. The network is also looking at entering into a loose federation comprising Lupset Health Centre, Orchard Croft Medical Centre, Prospect Surgery, Church Street Surgery and Chapelthorpe Medical Centre. This has not been formally established yet, but initial investigations into the possibilities are under way. A PPG wished to make it known that the online survey which was produced to gauge patient opinions, discriminates against those who do not have access to the internet. The chairman explained that this was a decision deliberately taken due to the very constrained time frame in which the bid had to be submitted, but would feed back to the Network chair.</p>	
7	<p>Charity Update</p> <p>7.1 The PPG agreed to leave the charity money to accrue until it had reached £500 and then decide which charities to give it to.</p>	
8	<p>News from the Patient Network Group</p> <p>8.1 The Patient Network Group has not met since the</p>	

	last meeting of the PPG.	
9	AOB	
9.1	The chairman asked if anyone knew who had replaced the NHS contact at St George's.	Action – chairman to look into replacement.
9.2	The chairman gave a presentation on the various consent issues currently in the news: <ul style="list-style-type: none"> • Summary Care Records • Risk Profiling • Electronic Data Sharing Model • Health and Social Care Information Centre Please see the attached presentation.	
9.3	A PPG member said that Warrengate Medical Centre has a separate telephone number for emergencies.	Action – chairman to take to the partners.
9.4	A PPG member suggested that it might be a good idea to have the minutes displayed on the notice board in reception that is to be assigned to the PPG. The chairman and the PPG agreed that this was a good idea.	Action – secretary to place minutes on the notice board.
10	Date and Time of Next Meeting Wednesday 26 th March, 2014 at 13:45	