

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP (PPG)  
HELD ON TUESDAY 19<sup>TH</sup> SEPTEMBER 2011 AT 1.45pm.

Present: 16 members in attendance logged on the attendance sheet and minuted.

Appologies: One apology noted

Item	Description	Action
1	<p>The Chair thanked everyone for attending. He explained that he believes that these meetings are moving forwards and are adding value to the practice.</p> <p>He introduced a new member who is part of the NHS Public Development team at St Georges, she went onto give a brief overview of the kind of work she carries out, part of which has helped a group of Eritrean people from Africa to get together and raise funds assisting them with teaching youngsters, not only their mother tongue but to integrate them into the community. The neighbourhood network meetings dealing with community issues used to be split into two groups this has now come together as one and is open to all. Meets every two months.</p> <p>The Chair briefly mentioned item 5 on the agenda, the Link. Getting young people to attend meetings to obtain their opinion, although they may not be part of the practice.</p> <p>A member asked the new member if her Team were well publicised, she said it was but there may be a further need for further advertisement.</p> <p>New members were offered the chance of ‘virtual’ meetings, two people who have opted for will receive agenda items and Minutes from meetings for input.</p> <p>It was also mentioned that a member has resigned from the group.</p>	
2 / 3	<p><b>Minutes from previous meeting/ Initial Work Standards Updates</b></p> <p>The Chair asked if the minutes were a true reflection of the last meeting. Everyone confirmed they were.</p> <p>A member explained that it was not the Boots Chemist next door that she had a problem with but the one on Warrengate. Noted</p> <p><b>FAQ’S</b>            Triage has now been added to the frequently asked questions (FAQ’s). This will be published for the next meeting although will be added to as and when needed.</p> <p><b>Chairs for waiting room</b>            The chairs for the waiting room have been ordered from the</p>	<p>Action closed, but will be updated as and when required’</p>

original supplier. It was asked if this was at the original prices or costing extra. The Chair confirmed the cost was that of the original order of £130.00.

The broken chairs have now been fixed and 200 additional feet have been ordered, in case they are removed again.

### **Suggestion box.**

A member stated that since the box has been placed down it is very difficult to see. The chair explained this is a temporary measure due to the problem of it falling over. It is planned to place the box on a wall, it was suggested that it could be fastened to the reception desk in the waiting room, but due to the height, this may cause Health & Safety issues, where young children may bump into it. The handyman, is also the Health & Safety representative)

The Chair reiterated that all suggestions that are submitted will be looked into. If details are given for contacting the submitter, then they will be contacted with an explanation or result.

### **Website ([www.luspetsurgery.co.uk](http://www.luspetsurgery.co.uk))**

The Chair showed everyone the website and highlighted several links and areas. Prior to this he stated that the Website is for the patient's use, any suggestions or things we do not like/think suitable to be forwarded to him who can then arrange for it to be added or updated.

**Patient Information** section on the website holds information including details on **Repeat Prescriptions, Carer needs, Appointments, Home visits, Links to useful patient information**

**Repeat Prescriptions** - The link for this has now been added to the site.

**Links to useful patient information holds links to different websites as shown below:**

[www.nhs.uk](http://www.nhs.uk) - Official NHS Website giving a range of information about medical conditions, self help support and local services. This was accessed and showed the group information on back pain.

Someone asked at the last meeting if there was anywhere that people can look at the meanings of tablets and any conflicts with other medicine. This was demonstrated on the website. The Chair accessed the NHS website and looked up the drug Tramadol on the A-Z of Medicines, Medicines information tab. There is a green OTC at the side of some, this means that this medication is available over the counter.

[www.patient.co.uk](http://www.patient.co.uk) - Not an official NHS site but does give comprehensive information for patients including leaflets and videos about medical conditions.

[www.wakefielddistrict.nhs.uk/](http://www.wakefielddistrict.nhs.uk/) - The official site for the NHS Wakefield District Primary Care Trust. It gives

Ongoing

information about what the trust does for patients, patient health and latest news.

<http://prodigy.clarity.co.uk/> - Health topic leaflets written with easy words and pictures making them suitable for patients with learning difficulties or those that struggle with written information.

The Chair accessed the link to Prodigy, this site is ideal for people with learning difficulties, as it offers easy to read directions and big icons.

A member asked if the sketch on the website was to be changed. The chair explained that this was in hand and a person was coming to take pictures on a nice sunny day and once complete would be updated

He also mentioned that there was a problem when printing out from the internet in that the last bit smudges. The chair explained that there is a problem with all browsers other than (IE6) Internet Explorer 6. He explained this is something to do with the NHS sites information and until they upgrade their systems nothing can be done.

The same person also suggested that the easiest way to access online appointment was from the surgery website link [SystemOne Online \(Booking Appointments\)](#) in order to use this you must request a password and username from reception, as the log in details from the old booking format is not the same. There is a message on the direct link that you have to contact your practice for log in details.

The patient public engagement (ppe) officer asked if all patients using the old system had been advised that this had changes. The chair said that they had not but would look into advertising this so people were made aware.

A member asked if the telephone listings could be added to the minutes again.

(Copied direct from website)

Please remember that when choosing a telephone option from the menu you do **not** have to wait to hear all the options. If you know the option you require simply choose the one you want as soon as the call is connected – saving you time and money. The options are:

- Press 1 for emergencies or home visits
- Press 2 to use the automated appointment booking system (no receptionist)
- Press 3 to cancel an appointment via a receptionist
- Press 4 to book an appointment via a receptionist
- Press 5 for test results (only between 11.30am and 1.30pm)
- Press 6 for the medical secretaries

Chair to look into ways of letting everyone know about the changes to booking appointments online.



	<p>selections before and it is advisable to carry out a pilot scheme, three areas to look at are face to face (the personal touch) internet and letters.</p> <p>The ppe officer explained that other areas had completed surveys but not carried out a pilot scheme first, this was carried out by sitting in the waiting room on several days collating the information. A suggestion of Tuesday after the Bank Holiday is a good idea.</p> <p>Someone suggested an open day/forum.</p> <p>Someone else suggested completed entries being entered into a prize draw may help to get people to fill them in, prize of gift vouchers suggested.</p> <p>It was agreed by the group for the Chair to collate a list of questions and submit with the minutes for approval.</p> <p><b>Appendix 1 Survey questions draft</b></p> <p>A member suggested reaching out to single mums as they do not always have the time to attend meetings such as the PPG. The NHS public development worker offered her help with asking questions with her groups</p>	<p>Chair to collate survey questions. (Completed)</p>
<p>5</p>	<p><b>Underrepresented patients</b></p> <p>The Chair explained that there are 3 main groups who are underrepresented within the surgery; these consist of Single parents, Ethnic minorities and Younger Patients.</p> <p>He asked for ideas on reaching out to these groups.</p> <p>The ppe officer mentioned that she had recently been to a meeting which included ½ dozen members from the Youth Parliament, who said they would be happy to attend meetings of a PPG nature within their surgeries. The Chair asked if at all possible could he go to the next meeting to try and get their views and ideas, she said she ask if and when this was possible and advise him of the next meeting date. She also said that if younger people were to attend we would have to look into meetings being held after school.</p> <p>The Chair asked when she would be able to supply feedback and she said no later than end of October.</p> <p>The NHS public DW said she would speak with the groups at coffee mornings and ask questions there, she would also attend nursery groups. She also mentioned speaking to the Eritrean group to see if someone could visit one of their meetings.</p> <p>Another member is to enquire with the Polish community and Black and Minority Ethnic (BME) Communities.</p>	<p>PPE officer to feedback information on Youth parliament</p> <p>Worker to contact nursery groups, and coffee mornings at St Georges' and Eritrean'</p> <p>To contact BME and polish community</p>

		groups
6	<p><b>Wakefield district Local Involvement Network (LINK)</b></p> <p>The Chair ran through briefly the attached document, <i>Appendix 2 LINK documents</i></p> <p>Someone requested that the postal details be added for contacting LINK, as not everyone has access to a computer.</p> <p>FREEPOST-RRZH-HASX-GKEA Wakefield District Link 3<sup>rd</sup> Floor, Bullring House 23 Northgate Wakefield WF1 3BJ</p>	
7	<p><b>Patient suggestions discussion</b></p> <p><i>Appendix 3 – Suggestion box items</i></p> <p>The Chair went onto explain the appointments breakdown. They are issued by an embargo system, whereby the majority are opened at 8am in the morning and then a percentage issued at 2pm. A small percentage is also kept back for on the day emergencies. Anyone who has a genuine emergency will be seen on the same day.</p>	
8	<p><b>AOB</b></p> <p>A member asked if all letters to patients are posted on set days? She always receives letters for re appointments or blood tests on a Friday afternoon, which does not leave her much time to contact the surgery and book an appointment. It was explained that there is no specific day for letters to be sent other than they are dealt with on a daily basis; urgent ones are typed up first, then the not so urgent afterwards.</p> <p>Some asked that the template for standard letters was tweaked to state that it was nothing urgent.</p> <p>A member asked if the LINK document could be sent to everyone <i>Appendix 2 – LINK documents</i></p> <p>Leaflets received in Network meeting were passed around – it was asked if they were available in reception or if the Health Workers received these, the NHS public DW said she would look into and if they haven't she will bring some in.</p> <p>She has received a Lloyds pharmacy catalogue which contains a good selection of goods for mobility issues related to carers or disabilities.</p>	<p>Staff to update template for letters.</p> <p>To look into this and supplying where required</p>

	<p>A member asked who was responsible for preparing the minutes. The Chair explained this was the Secretary. The member then said “I would like to congratulate both of you for the speed and transmission of them. The meeting was on Monday and by Friday afternoon I was reading the minutes. This is real efficiency. Keep up the good work”. The chair asked for this to be recorded in the minutes.</p> <p>A member asked if instead of sending out the full in-depth leaflet to new patients at first, if it could be mentioned on the Quick Reference Guide that there is a more in-depth document available upon request.</p>	
9	<p><b>Date and time of the next meeting</b></p> <p>Thursday 20th October 1.30pm refreshments. Start at 1.45pm to be held at Lupset Health Centre</p>	

## Appendix 1

### LUPSET HEALTH CENTRE PILOT PATIENT QUESTIONNAIRE 2011

Your views are very important to us in order to improve the provision of your health care in the future. Please take time to think about and complete this short survey by circling one answer per question. Thank you very much for your cooperation.

Some questions about you (you do not have to answer these, but they are helpful in shaping future service provision):

Age:

Sex:

Ethnicity

Employment status:

Do you use the internet:

Q1. How easy do you feel it is to contact the surgery by phone?

Very easy

Easy

Not that easy

Not very easy at all

Q2 How helpful do you find the Admin and Reception Staff?

Very helpful

Helpful

Not that helpful

Not very helpful at all

Q3. How easy is it to book a same day appointment at the surgery?

Very easy

Easy

Not that easy

Not very easy at all

Q4. How easy is it to book an appointment in advance (up to 2 weeks) at the surgery?

Very easy

Easy

Not that easy

Not very easy at all





## Appendix 2

# The LINK..... in transition to HealthWatch

## The Health and Social Care Local Involvement Network for Wakefield District

### e-bulletin

The Wakefield District Local Involvement Network (LINK) brings together local people and organisations who want to improve health and social care services. The bulletin has news and information on developments in health and social care both locally and nationally. If you would like more information on these stories, have an issue to promote, or wish to join the mailing list please get in touch, using our contact details at the end of this bulletin.

#### LOCAL NEWS

##### What's happening in health and social care?

Come hear about the work of the LINK over the last year and the plans for Healthwatch, the new health and social care watchdog

Speakers include: The United Kingdom Youth Parliament

Dr Phil Earnshaw – Chair of Wakefield Alliance GP Consortia

Dr Andrew Furber – Director of Public Health

Tracey McErlain-Burns – Chief Nurse at Mid Yorkshire Hospitals NHS Trust

South West Yorkshire Partnership NHS Foundation Trust

**Wednesday 7th September 2011 at the Kingswood Suite, Wakefield Town Hall, Wood Street**

From 5.30pm for a buffet tea and refreshments for a 6.00 pm start. We expect the meeting to close at 7.30pm.

**Please confirm your attendance by calling 01924 374188 or email [wakefieldlink@shaw-trust.org.uk](mailto:wakefieldlink@shaw-trust.org.uk) by Thursday 1st September.**

##### Big response to children's heart surgery consultation

More than 75,000 people have responded to a consultation about re-organising children's heart surgery in England. The option preferred by a majority of patients and the public would see an end to operations at Leeds and Southampton. But most organisations including NHS trusts and heart charities backed another option, which would exclude surgery at Leeds and Leicester. A committee of primary care trusts will make a final decision later this year.

<http://www.bbc.co.uk/news/health-14631351>

##### Pharmaceutical Needs Assessment 2011

All primary care trusts recently had to carry out a Pharmaceutical Needs Assessment (PNA), which sets out local people's needs and the services being commissioned to meet them. This [Pharmaceutical Needs Assessment](#) (PNA) is now complete and will be used as a tool to inform future commissioning of Community Pharmacy Services.

By involving local people in the development of the PNA we were able to obtain a robust and representative picture of 'pharmacy services' within the Wakefield District from the patients' perspective.

It was also a chance for local people to express their satisfaction and give their views on how future pharmacy services may be developed. It's one of the ways patients are kept central to achieving the Primary Care Trust's aim of ensuring the health needs of local people within Wakefield District are met.

<http://www.wakefielddistrict.nhs.uk/YourZone/PNA2011/>

## **Local Health and Social Care Courses starting in September**

Various levels of Health and Social Care courses are available at different venues throughout the Wakefield District starting during September and October 2011. The courses are delivered by Wakefield Community Education Service and include introductory courses through to Level 3 Diplomas. If you would like further information, please contact the Havercroft and Ryhill Community Learning Centre on telephone number 01226 727824.

## **NATIONAL NEWS**

### **MRSA superbug death total 'continues to fall'**

The annual number of deaths linked to MRSA has fallen again - and is now nearly a quarter of what it was four years ago, official figures show. Office for National Statistics data showed there were 485 deaths in England and Wales in 2010 where the superbug was mentioned on the death certificate. The figure represents a 38% fall from 2009 and is almost four times less than the 1,652 peak recorded in 2006. Clostridium difficile deaths are also falling. Last year there were 2,704 deaths linked to the infection, down from the 8,324 recorded in 2007.

<http://www.bbc.co.uk/news/health-14636224>

### **Blood pressure guidelines revised in England and Wales**

Patients thought to have high blood pressure should have the diagnosis confirmed at home, according to new guidelines. Patients in England and Wales will be offered extra checks using a mobile device that records blood pressure over 24 hours, says the watchdog NICE. A quarter of patients may find visiting a GP stressful, leading to misdiagnosis and being given drugs they do not need. The move could save the NHS £10.5m a year, predictions suggest.

<http://www.bbc.co.uk/news/health-14629425>

### **Global governments 'must get tough on obesity'**

Tougher action - including taxing junk food - is needed by all governments if the obesity crisis is going to be tackled, experts say. The international group of researchers, who have published a series of articles in The Lancet, said no country had yet got to grips with the problem. They said changes in society meant it was getting harder for people to live healthy lives. And they warned without state action, health systems could become swamped. Obesity-related problems, such as diabetes, were now accounting for between 2% and 6% of health care costs in most countries.

<http://www.bbc.co.uk/news/health-14669203>

## **CONSULTATIONS**

### **Proposed changes to regulations for Care Quality Commission registration**

**Closing date: 7 October 2011**

The Care Quality Commission (CQC) took responsibility for the regulation of health and adult social care providers in April 2009. The regulatory framework that CQC operates is underpinned by two main sets of regulations: The Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, and The Care Quality Commission (Registration) Regulations 2009. Read more and take part here

[http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH\\_128222](http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_128222)

### **Preventing suicide in England: a cross-government outcomes strategy to save lives**

**Closing date: 11 October 2011**

This document sets out a proposal for a new suicide prevention strategy for England with the aims of reducing the suicide rate and improving support for those bereaved or affected by suicide. Read more and take part here

[http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH\\_128065](http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_128065)

## **Allocation options for funding for Local HealthWatch: PCT Deprivation of Liberty Safeguards**

**Closing date: 18 October 2011**

Subject to the passage of the Health and Social Care Bill, the Department (DH) will allocate funding for local HealthWatch and, potentially, PCT Deprivation of Liberty Safeguards from October 2012. This new funding will be added to the current DH Learning Disabilities and Health Reform grant. Read more and take part here [http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH\\_128429](http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_128429)

### **GET INVOLVED WITH WAKEFIELD DISTRICT LINK AND HEALTHWATCH**

Wakefield District LINK would like to hear about your experiences of health and social care services. Anyone who wants their voice to be heard can join the LINK and help to influence the way services are delivered and run. By expressing your views and experiences of local health and social care services the LINK can investigate issues and when needed use their statutory powers to hold services to account.

#### **For more information you can:**

Telephone ☎ **01924 374188** or email ✉ [wakefieldlink@shaw-trust.org.uk](mailto:wakefieldlink@shaw-trust.org.uk)

Visit our website at [www.wakefieldlink.co.uk](http://www.wakefieldlink.co.uk)

If you would like us to include something for you in the next e-bulletin please contact us.

**Next Issue: Friday 12th August 2011.**

**To subscribe or unsubscribe to the Wakefield LINK e-bulletin email:** [helen.watkiss@shaw-trust.org.uk](mailto:helen.watkiss@shaw-trust.org.uk)

## The Health and Social Care Local Involvement Network for Wakefield District

### What is the LINK?

Wakefield Local Involvement Network (LINK) is an independent statutory body, which gives powers to the District's residents and service users to influence the planning, commissioning, and delivery of all local NHS and adult social care services and monitor their quality and effectiveness.

The Wakefield LINK is a network bringing together local people, organisations and groups who want to improve health and social care services. It gives everyone in the community the chance to express their views and relate their experiences of local health and social care services.

We are independent from the National Health Service and the Council, which allows us to take a critical look at the services provided.

### What does the LINK do?

The Wakefield LINK is involved with a wide range of issues and carries out a variety of activities. By finding out what people think and want the LINK investigates issues and when needed uses its legal powers to hold services to account. Now well established, the LINK has worked through a number of health and social care issues that people have brought to them; for example keeping the name of Pinderfields for the new hospital; the creation of intermediate care beds in the community; and 'in-college' clinics for students.

Over the next year the LINKs will be transformed into the new Government funded organisation called **HealthWatch**. HealthWatch will retain LINKs' existing responsibilities to promote patient and public involvement and to seek views on services which can be fed back into local commissioning; have continued rights to enter and view provider services; and continue to be able to comment on changes to local services. The Health and Social Care Bill currently going through Parliament proposes giving local HealthWatch additional functions and funding, for providing complaints advocacy services and for supporting individuals to exercise choice.

### The LINK Goal

To develop sustainable national health and social care services and ensure they provide high quality, 24 hour care and constantly strive to improve the patient experience.

### Wakefield District LINK is currently doing this by...

Monitoring the quality of patient experience and satisfaction in order to improve access for all  
Listening to the needs of our communities and supporting the power and influence of individual patients, service users and carers

Helping to enhance and influence the process of discharge from hospital to the community including the provision of timely and adequate support

Working towards improving patient safety

Influencing strategic direction by engaging with primary care, hospital, mental health and social care services to represent patient and public views

Monitoring the new hospital facilities including car parking and transport

Working with the United Kingdom Youth Parliament on a campaign regarding young carers

Working on improving access to adult mental health services in particular 'crisis resolution'

Collecting patients views to create a 'Good Practice' checklist for doctors surgeries

Looking at care homes in the District using the LINK's powers to 'enter and view' services

**...amongst other things**

**For more information you can:** Telephone: 01924 374188, Email: [wakefieldlink@shaw-trust.org.uk](mailto:wakefieldlink@shaw-trust.org.uk), visit our website at [www.wakefieldlink.co.uk](http://www.wakefieldlink.co.uk) or find us at [Facebook.com/wakefield.link](https://www.facebook.com/wakefield.link) and [twitter.com/wakefieldlink1](https://twitter.com/wakefieldlink1)