

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP (PPG) HELD  
ON THURSDAY 20<sup>TH</sup> OCTOBER 2011 AT 1.45PM

Present: 8 members attending recorded in the attendance sheet and minutes.

Apologies: 8 apologies received

Item	Description	Action
1	<p>The Chair welcomed everyone and started explaining that one member had resigned due to time restraints and read his letter out. Everyone agreed that he would be missed and asked the Chair to contact him by letter and thank him for all his help.</p> <p>A patient was a virtual member and after several attempts at contacting her it was decided that she would be asked to step down as there are other people wanting to join.</p>	<p><b>Chair to send letter to member</b></p> <p><b>Chair to try one last time to contact her.</b></p>
2	<p><b><u>Minutes from the last meeting and any matters arising</u></b></p> <p>It was agreed that these were a true and comprehensive reflection of the last meeting. The Chair suggested that the suggestions from the suggestion box will still be discussed but no longer be added to the minutes unless controversial ones are received and need to be agreed on.</p> <p><b>FAQS</b></p> <p>These are now completed and are to be run past a clinician to confirm it is not just the ‘world according to the Chair, these will be added to as and when required, but primarily are complete.</p> <p><b>Suggestion Box</b></p> <p>This is now mounted on the wall in the waiting room at the side of the reception desk</p> <p><b>Internet log on – Emis system</b></p> <p>The chair has added details to the ticker machines in reception and placed a poster on the wall with updated details for logging into the new internet system.</p> <p><b>Practice Leaflet</b></p> <p>The Chair asked that a big thank you be added to the minutes for the volunteer with all the help that he had done on this project. A copy of the revised Quick Reference Guide can be found <b>appendix 2</b> of the minutes,</p>	



<p>b.</p> <p>c.</p>	<p>be added'? It was agreed this was possible.</p> <p><b>Practice Website</b></p> <p>Someone suggested that as with the patient leaflet, a smaller team of people to look at the website and review where possible changes/updates could be made.</p> <p>Discussion followed, all agreed a good idea. Two volunteers offered their services to carry out review</p> <p>A member suggested opening the website review to under 11's at Snapethorpe school as a way of getting them interested and also reaching the younger faction on the surgery.</p> <p><b>Higher seats with arms</b></p> <p>The Chair explained the plan is to situate all the chairs together and place a laminate sign explaining that the chairs are priority seats and have been requested by the patients who find it hard to use the usual seats in the waiting room.</p>	<p><b>Volunteers to look into this.</b></p> <p><b>To contact Snapethorpe School Council to see if they can assist.</b></p>
<p>4</p>	<p><b><u>Update on new work strand – Patient Survey</u></b></p> <p>The Chair asked how this was to proceed</p> <p>Discussion followed and the following ideas received</p> <ul style="list-style-type: none"> <li>• in surgery completed by members of the PPG</li> <li>• hyperlink on the internet</li> <li>• specific days within the surgery i.e. mother and baby groups, flu injection days etc</li> <li>• sent out with usual correspondence.</li> <li>• ask local pharmacy's to have on show, links on how to complete,</li> <li>• healthy living</li> </ul>	
<p>5</p> <p>a</p> <p>b</p> <p>c</p>	<p><b><u>Update on how to capture the voices of underrepresented patients</u></b></p> <p><b>Single Parents – ongoing</b></p> <p><b>Ethnic minorities- ongoing</b></p> <p><b>Younger patients - ongoing</b></p> <p>All the above areas discussed previously in minutes</p>	
<p>6</p>	<p><b><u>A member asked to speak on ethnic minorities</u></b></p>	

	<p><b>See appendix 1</b> for full statement of request</p> <ul style="list-style-type: none"> <li>• We do not fabricate situations that might offend the ethnic minorities</li> <li>• That as a situation arises, we take appropriate action.</li> <li>• In the meantime we drop the subject from our agenda.</li> </ul> <p>Discussion followed</p> <p>It was decided that the above is how we carry out our role anyway. The issue of removing this from the agenda was discussed and it was agreed that ethnic minorities would remain on the agenda - as this is trying to obtain views on how the surgery is run. Finding genuine issues. Everybody deserves the same service no matter their age, sex, race, gender etc.</p>	
7	<p><b><u>Patient suggestions discussion</u></b></p> <p>3 new suggestions have been received since the last meeting.</p> <ol style="list-style-type: none"> <li>1. Thanking ladies in reception</li> <li>2. Place opening times on screens</li> <li>3. Same day appointments very difficult to book</li> </ol>	<p><b>Passed to staff Already on Tried to contact re internet booking</b></p>
8	<p><b><u>AOB</u></b></p> <p><b>On line appointments</b> - this seems very difficult from the information you are given from reception for logging on with your new password. He had drafted simpler instructions – all thought good idea to condense where possible to one page</p> <p><b>PPG’S contact list</b> - suggested that the list be made portrait rather than landscape – Chair to collate information onto excel spreadsheet so information easier to search and find</p> <p><b>Flu Clinic</b></p> <p>This is now in full swing and research has proven that there is a connection with welders when they weld a direct link to one of the flu strains, so they have now been added to the list of essential people to receive fly vaccines.</p> <p><b>Lupset Day of Action - 27<sup>th</sup> October 2011</b></p> <p>The NHS public DW explained that there is a new way of working with health care groups, police, council etc – neighbourhood priorities are pinpointed and dealt with via these bodies as a joint venture. Jane Callaghan is the</p>	<p><b>To condense instructions for booking appointments online</b></p> <p><b>Chair – Excel spreadsheet contact list details</b></p>

coordinator for this group. There is a suggestion leaflet at St Georges. Duty of care for all groups working together to deal with ASB (Anti Social Behaviour) issues, graffiti and like issues.

A member went onto explain that her group have utilised the payback team to help re vamp the ginnel hear where she lives, in making the fencing higher, planting bulbs in the community garden.

The Chair asked for any ideas for future events primarily health related, but they do not have to be

### **CASH days at St George's Mondays 2-4pm**

Not only deals with Contraception And Sexual Health but also anger management, drugs and alcohol, open to all.

A member explained that she had printed out the telephone instructions for everyone from the last minutes and all though it was really good.

### **Export Patient Programme (EPP)**

Self help 6 weeks programme on how to manage your medical condition better. See **appendix 3** for full details

The same member explained that she had signed up to the free Heart Matters magazine; this not only has information in for people with heart problems, but also covers blood pressure, recipes, diet. Published 4 times yearly. She asked that the contact details be published in the minutes;

Join online at [www.bhf.org.uk/heartmatters](http://www.bhf.org.uk/heartmatters)

Tel: 0300 330 3300

**FREEPOST RRYS-XRRU-ZEXZ**

Heart Matters  
Wolsley Road  
Woburn Road Industrial Estate  
Kempston  
Bedford  
MK42 7UA

The same member asked that it be added to the minutes, that there is a neighbourhood policing team clinic at Jubilee Hall, 7pm on 21<sup>st</sup> November 2011. Anyone who would like to attend who may have police issues they can discuss, without officers attending their homes.

Jubilee Hall  
5 Roads End

	<p>Lupset 7pm on Mon 21<sup>st</sup> November 2011.</p> <p>The Secretary mentioned that she was a member and sponsor of dogs trust. Dogs trust are running a scheme called TDP The Dog Prescription, which research has proven that people with dogs makes them feel a bit happier, helping their mental health and physical fitness. Sharon asked if it was okay for her to request a copy of the TDP for placement in the surgery. It was agreed that it was okay for her to request this.</p> <p>A member explained that he attended the PCT network meetings, the latest he found to be very interesting and we as a group were mentioned as a well organised and well run group. We received a highly commended for this.</p> <p>He also mentioned that he had sketched a drawing and given this to the operations manager advertising the PPG and what we do, this will be brought to the next meeting as she is away at the moment.</p> <p>Practice leaflet – it was mentioned that our contact details would be added to the leaflet. One member thought this open to misuse – decided by all that names only printed contact via the surgery address.</p>	<p><b>Secretary to obtain TDP leaflet for reception</b></p> <p><b>Chair to check with Ops Manager for next meeting.</b></p>
9	<p><u>Date and time of the next meeting</u></p> <p>Monday 21<sup>st</sup> November 2011 at 1.30pm for refreshments. Start at 1.45pm to be held at Lupset Health Centre</p>	

## **Appendix 1**

PPG member's request from meeting.

We do not fabricate situations that might offend the ethnic minorities

That as a situation arises, we take appropriate action.

In the meantime we drop the subject from our agenda

## Appendix 2

*Afternote to minutes: This has been sent to the PCT as they issue our Medical Services Contract. They have stated that we are 'contractually obliged' to include quite a bit of the information in the main leaflet. Therefore I propose we discuss having this as a 'quick guide' with the main leaflet still being issued.*

### Lupset Health Centre

#### *Practice leaflet*

The telephone number of the surgery is 0844 4778631

This leaflet is intended to provide you with a quick and brief reference on how and when to contact the surgery. Detailed information concerning medical and allied staff within the practice, additional services provided by the practice, miscellaneous information, contacts within local NHS providers and other useful telephone numbers is available on our website [www.lupsetsurgery.co.uk](http://www.lupsetsurgery.co.uk). If you do not have access to the internet, you may obtain all additional information by requesting a printed copy from reception. When telephoning the surgery out of reception opening times, your call will be transferred to the out of hours provider.

#### 1.1 Surgery opening times

You may telephone the surgery to book an appointment with a doctor, the practice nurse or specialist nursing staff between 7.30am and 6.30pm Monday to Friday. The surgery is not open Saturday, Sunday or Bank Holidays. When telephoning the surgery out of reception opening times, your call will be transferred to the out of hours provider. Do not telephone after 6pm unless the reason is medically justified.

#### 1.2 Telephoning the surgery

You will be given a menu of options to dial in order to connect you with the right person to deal with your request. Home visit requests should only be for patients who are genuinely housebound or terminally ill.

#### 1.2 Visiting the surgery

You may visit the surgery and speak to a receptionist between 8.00am and 6.30pm Monday to Friday. Please bring children to the surgery to be seen.

#### 1.3 Using the internet

You may book an appointment via the internet, using a password which has previously been given to you by the reception staff.

#### 1.4 Repeat prescriptions

For security reasons repeat prescriptions cannot be requested over the telephone. Please provide a clearly written request, or place a tick against the items requested on the tear off slip from your last prescription. The request can be brought to the surgery or posted. Allow two full working days for your prescription to be processed.



## Appendix 3

### Learn to manage your health and improve your well-being

#### Expert Patients Programme (EPP)

This is a free self management course specially designed for people with long-term health conditions.

This course is suitable for anyone with chronic or long-term health conditions, who wish to learn skills for managing and improving their health.

#### What will I need to do?

Attend a session for 2½ hours a week, for 6 weeks and take part in group discussions, or activities. More importantly – meet new people, have fun and feel better.

#### What will you learn?

How to:

- Manage your symptoms and ways of improving how you feel
- Make action plans
- Set goals
- Relax and use breathing techniques
- Use problem solving skills in your daily life
- Deal with anger, fear, frustration, isolation, tiredness and depression
- Exercise and build your individual levels of fitness, flexibility and strength
- Eat healthily
- Make better use of your medication
- Communicate more effectively
- Make informed choices
- Work with your health care professionals
- Use community resources

#### Will the course interfere with your current treatment?

No. This course **will not** conflict with any treatment that you may be having, it is an extra way of supporting your health needs.

#### How can the course benefit you?

The course provides a set of **tried and tested** skills which have been shown to lead to many benefits for people with long term health conditions – helping people feel better and more in control of their lives. Course participants have the option to go on further training to become accredited volunteer course tutors.

## What can you expect?

- Better skills to self manage your health conditions
- Each session last 2½ hours in total. There is a short break where refreshments will be available.
- Most people have found the course enjoyable and helpful in improving their health management and quality of life.
- After completing the course you will receive a certificate of attendance.
- All participants will be given the opportunity to apply to become a volunteer tutor as part of their personal development.
- Refreshments are provided at all sessions
- Courses are run locally, throughout the year
- Courses are delivered by tutors who have a long term health condition.

Want to know more?

To find out more about this **free** programme that is designed to help you to help yourself please contact

Expert Patients Programme (EPP)

01977 665732/6055500

Email: [admin .epp@swyt.nhs.uk](mailto:admin.epp@swyt.nhs.uk)