

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP (PPG) HELD  
ON MONDAY 21<sup>ST</sup> DECEMBER 2011 AT 1.45PM

Present: 11 attendees recorded on attendance sheet and in formal minutes

Apologies: 7 apologies noted

Item	Description	Action
1	The Chair welcomed everyone and thanked them for coming especially at this busy time of year. He confirmed that he had contacted the new virtual member who had agreed to step up and attend meetings but who unfortunately had to send her apologies for this one.	
2	<p><b><u>Minutes from the last meeting and any matters arising</u></b></p> <p>It was agreed that the minutes were a true reflection of the last meeting and the Chair asked for all the matters arising.</p> <p>2.1 A member wanted to praise the referrals process when her son visited a GP. He was seen by the GP on 25 Oct and was referred for an MRI on 15 Nov and is to be seen by a specialist on the 7 Jan, well within the target times.</p> <p>2.3 It was stated that the group felt there had been a big improvement in the number of appointments available since the new Nurse Practitioner had arrived.</p> <p>2.4 The same member also said that to expand on paragraph 6.3 of the previous minutes (Royal British Legion funding of local initiatives), the co-ordinator can now be contacted directly on 01924 330263 with any ideas or comments.</p> <p>2.5 The practice website and survey work is ongoing and to be discussed under agenda item 3.</p>	The Chair to feedback to staff.
3	<p><b><u>Update on initial work strands</u></b></p> <p>3.1 Patient leaflet work now completed.</p> <p>3.2 <b>Practice Website</b></p> <p>The Chair firstly stated that he wanted to thank the volunteer publicly for the hard work he had done on the website. The Chair confirmed that he and the member had met on the 22 Nov to discuss the website. They had discussed the following points highlighted by him during his initial work:</p> <ul style="list-style-type: none"> <li>The work strand owner believes that there is some duplication on the website, particularly between the home page, opening times and location. The Chair</li> </ul>	

	<p>explained that he believed this was due to the layout of the site itself and looked OK better on the web rather than on paper.</p> <ul style="list-style-type: none"> <li>• The member believes that there is no need for the navigation menu on the left hand side AND the site map at the bottom. The Public Patient Engagement (PPE) worker suggested keeping the site map at the bottom and hyper linking it to a site map button on the main navigation menu.</li> <li>• The work strand holder also believes that space is wasted by only having one paragraph per web page in some areas and that items could be put on the same pages.</li> </ul> <p>The Chair said that he and the volunteer had not agreed on some of the issues above and had agreed to put it the group at the next meeting. As the volunteer was unable to attend The Chair requested that the group members have a good look at the website before deciding on its layout at the next meeting.</p> <p>3.3 Another member suggested that perhaps the best person to comment on this was the website designer himself. The Chair agreed to contact him prior to the next meeting to discuss.</p> <p><b>Practice Survey</b></p> <p>3.4 The Chair first of all thanked everyone for their hard work in handing out surveys. He said that whilst it may be slightly unprofessional to highlight one individual he did want to single out the member who had been in 3 times and returned almost 100 completed surveys. The surveys were very interesting and highlighted 3 main areas, all of which would be discussed in detail once the final results are known, hopefully at the January meeting.</p> <p><b>Capturing the views of under-represented patients</b></p> <p>The Chair briefed on the ongoing work by the NHS Development Worker to try to capture the thoughts of single parents. This prompted someone to question whether we as a group are trying too hard to ‘target’ certain minority groups, whose opinions and experiences may not be that different to the majority.</p> <p>After some discussion on this subject The Chair said that he hoped the work done with the Eritrean group would demonstrate that a quick win can be gained with relatively little work. The PPE worker agreed that these are valid patients with important views that should be captured.</p> <p>The Chair then briefed on the feedback from the Eritrean Group. We have had 8 returned surveys all of which were completed in one morning session. These have highlighted</p>	<p>The Chair to contact the webmaster and brief at the next meeting.</p> <p>The Chair and the PPE worker to work with the PCT Communications Team to provide graphic based posters.</p>
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	<p>the important fact that a significant number do not know how to contact the Out of Hours service. The Chair explained the work that is now ongoing within the PCT to remedy this for all minority groups across all practices.</p> <p>The work that had been done by Snapethorpe Primary School, both on the website and also on visiting the GP surgery was briefed. This initiative has caught the eye of the communications team within the PCT who are working with the local press to produce a good news story when The Chair and the Development Worker would give out certificates of appreciation.</p> <p>The Chair said that one of the things to come out of this could be a visit by the practice staff to show the children what a visit to the GP entails and to dispel any fears. It was suggested it would be a very nice gesture for a GP to do this in his or her own time.</p>	<p>The Chair to brief this to the GPs and ask for a volunteer to visit the school.</p>
<p>4</p> <p>4.1</p>	<p><b>Possible new work strands.</b></p> <p>The Chair suggested that a new work strand that he would like the group to consider would be how to cut down on patients who frequently attend A&amp;E, often inappropriately. This prompted some lively discussion with the following points being noted:</p> <ul style="list-style-type: none"> <li>• It was stated that since the night time closure of A&amp;E at Pontefract the number of A&amp;E attendances at Pinderfield has increased. This may be down to bad communication or a lack of understanding by the patients.</li> <li>• It was suggested that referrals may also be going up. The Chair countered that whilst this has been true in recent years a lot of work has been done by GPs recently to reverse this trend.</li> <li>• The PPE worker asked if any analysis of the patients has been done. The Chair stated it had and that a significant number of patients were 26 – 40 year olds with a history of mental health or depression. The Dev Worker said that counselling for some patients was available via British Legion funding and the coordinator had more information.</li> </ul> <p>The Chair closed the discussion by saying that he felt there was some scope for further work to be undertaken in the New Year.</p>	
<p>5</p>	<p><b>Training available via St George’s Community Centre</b></p> <p>The NHS Health Dev worker briefed on training that is available for members of the Lupset and Eastmoor areas. This training is free of charge and is to develop Community Research Skills to help communities better capture information. It is a 6 day course run over 4</p>	<p>Anyone interested to contact the Dev Worker.</p>

	separate weeks in Jan and Feb 12. The flier is attached and booking or more information is via the Dev Worker.	
6	<b>AOB</b>	
6.1	<p>The Chair announced that the senior partner, Dr David Tree Booker had stated his intention to retire with effect from the 1 April 2012. He said that the senior partner then would become Dr Sallie Carpenter.</p> <p>It was asked if there was anything planned for the staff and if so whether it was possible for the PPG members to be part of any official goodbye.</p> <p>It was suggested that a patient book of thanks could be started in the New Year to be presented to Dr Tree Booker.</p>	<p>The Chair to request this from partners.</p> <p>The Chair to suggest to partners.</p>
6.2	<p>The PPE worker stated that as a PCT member she attends most of the 32 different PPG groups that the practices hold across the district. She said that out of all of them this one is definitely one of the most pro-active and productive groups. The group supports the practice staff and the practice management also supports the group. She said that the projects, achievement and involvement so far has been “absolutely fantastic” and that we should all be proud of what we have achieved.</p> <p>The Chair thanked her for her very kind words and also for her support in making the group such a success.</p>	<p>The Chair to brief to all members of the staff.</p>
6.3	<p>A member said that she had attended the recent Patient Network Meeting in place of the regular attendee and that she thought it was a very informative and well organised event which she thoroughly enjoyed. She asked if she may be allowed to continue to attend as well as him (yes). She then briefed the following points:</p> <ul style="list-style-type: none"> <li>• The Electronic Prescription Service (EPS) is due to be rolled out in January. She has some information for the group members.</li> <li>• Most of the other PPGs do have a GP who attends at least for some of the meeting. The Chair said that he thought this to be a reasonable request.</li> <li>• Friarwood has started its own memory clinic due to the amount of time taken waiting for a referral. The Chair said that this was a perfect example of how local groups could commission or “buy in” services that were not working elsewhere.</li> </ul>	<p>The Chair to feedback to partner GPs.</p>
6.4	<p>A member said that he was proud to be a member of this group and hoped the success would continue.</p>	
6.5	<p>“Helping Hands” leaflets were handed out for those that wanted them.</p>	

<p>6.6</p>	<p>A member wanted to bring an issue to light of how difficult it was to book an appointment in advance. She tried to book an appointment on 29 Nov and requested a non-urgent appointment with 5 different named GPs before eventually persevering and getting one. The Chair and the Ops Manager said they would investigate.</p>	<p>The Chair and Ops Manager to look at appointments.</p>
<p>6.7</p>	<p>The Chair closed the meeting by wishing everyone a Merry Christmas and a Happy and peaceful New Year. He also passed on best wishes from an absent member to all members.</p>	
<p>7.</p>	<p><b><u>Date and time of the next meeting</u></b></p> <p>Date and time of next meeting was agreed as 1.30 on Wednesday 25<sup>th</sup> January 2012.</p>	

**Free Community Research Skills ~ 2012**

The NHS Community Development Team is offering an exciting opportunity for local people to take part in a community project. Working in teams, you will help improve local people's health and wellbeing by finding out what they need.

The project will involve a week of skills workshops (*venue - St George's Community Centre*). The workshops will be around using fun, interactive tools. You will also develop your listening and information recording skills (only very basic English is required, you will not be asked to write lots!). You will also be invited to do some research outside the community centre (in teams, and with support).

You will be able to add this work on any job application form/CV (as it comes with a certificate for completion) and it will help your own community to improve.

Free lunches, plenty of tea and coffee will be provided.

The workshops will be run over 6 days (and you must be able to attend all the dates)

- 9.30 am to 2.30 pm Monday 16<sup>th</sup> January
- 9.30 am to 2.30 pm Tuesday 17<sup>th</sup> January
- 9.30 am to 2.30 pm Monday 23<sup>rd</sup> January
- 9.30am to 12.30 pm Tuesday 24<sup>th</sup> January
- 9.30 am to 2.30 pm Monday 30<sup>th</sup> January and
- 9.30 am to 2.30 pm Monday 6<sup>th</sup> February

If you would like to be involved, please contact either Tracy Leach or Georgina Swift at St George's Community Centre, Lupset, Wakefield on 01924 330266. Alternatively, please complete & return the attached tear-off slip to St George's Community Centre, Broadway, Lupset, Wakefield WF2 8AA

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Name .....

Address .....

Phone no .....



Will you need help with childcare yes       no

Will you be able to attend all the dates yes       no

Will you need any help to enable you to attend? If so, please give details

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