

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION
GROUP HELD ON MONDAY 25TH FEBRUARY, 2013 AT 13:45

Present:

15 members in attendance plus 3 guest speakers

Apologies:

1 apology received

Item	Description	Action
1.1	Welcome and thanks from The Chair.	
1.2	The Chair introduced three guest speakers who each gave a short presentation:	
	The Manager from The Practice plc gave a presentation on the Community Ophthalmology Service they provide at the surgery and the Community Cataract Service provided at Ash Grove Medical Centre in Knottingley.	
	Carers Wakefield gave a short presentation on the work of her organisation, and on the importance of carers being registered with the surgery.	
	The Health and Wellbeing Worker from the Health and Wellbeing Department gave a short presentation on the work of his organisation.	
2	Minutes	
2.1	The Local Patient Participation Report has now been completed and is ready to be reviewed by the PPG.	Action – Secretary to forward report to all members for their approval.
2.2	The Chair is to have meetings with potential telephone providers to discuss replacing the 0844 company prior to the expiration of the contract if this is possible. The 0844 will almost certainly not be renewed due to the level of patient dissatisfaction.	
2.3	The new NHS 111 telephone service will be launched on the 5 th March, and will replace both the West Yorkshire Urgent Care Service (out-of-hours service) and NHS Direct. This relates to the Primary Care Transformation Scheme as it	

	will hopefully make it easier for patients to access medical care more appropriately, and reduce inappropriate attendances at A&E.	
2.4	The Chair confirmed that appointments can be cancelled over the telephone.	
2.5	The issue of telephoning patients their routine appointments was raised at the Primary Health Care Team Meeting, but the partners decided they would like to discuss this first at their Partners Meeting.	Action – issue to be discussed at the Partners Meeting.
3	Matters Arising None	
4	Update on Work Strands <u>DNAs</u>	
4.1	A meeting was held on the 12 th February to discuss in detail potential ways of reducing the number of patients who fail to attend their appointments (DNAs). A number of suggestions were made: <ul style="list-style-type: none"> • Sending post-it notes out with each routine appointment so that patients can stick them to their notice board, refrigerator, etc. • Texting appointments to mobile telephones. • A surgery operated mobile telephone that could be used by patients to cancel an appointment by text message. 	
4.2	Subsequent discussion raised some issues. Patients would have to give their consent (probably at the New Patient Health Check) to appointments being sent to them by text, then the surgery would not be held responsible if a patient passed on their telephone to someone else, who then received said text messages.	
4.3	The issue of having a surgery operated mobile telephone for cancellations was also discussed, there being some potential issues, namely; that the telephone would have to be checked frequently throughout the day as patients may well cancel their appointments at short notice. This would require the time of a receptionist.	

<p>4.4</p> <p>4.5</p> <p>4.6</p>	<p>It was agreed that the surgery’s policy with regards to DNAs should be strictly enforced, and patients should be removed from the practice list if necessary (exceptional cases would always be considered separately). In addition, it was agreed that we should look into telephoning mental health and learning disabilities patients directly.</p> <p><u>Health Inequalities</u></p> <p>The Chair briefed the PPG on the Health Inequalities funding that has become available to us and the key areas the surgery intends to focus on, namely: smoking, sexual health, mental health (particularly with regards to debt management), alcohol and drugs. The surgery is looking into employing a part-time Health Care Assistant to offer smoking cessation advice, and a part-time Contraception and Sexual Health nurse.</p> <p>One member talked briefly about the University of the Third Age and the activities it offers to the retired or the long-term unemployed.</p>	<p>Action – The Chair to approach GPs with view to recommending U3A where appropriate.</p>
<p>5</p> <p>5.1</p> <p>5.2</p>	<p>New Work Strands</p> <p>Another member gave a short briefing on the Ovarian Cancer Awareness Programme. We have a large quantity of materials to hand out to patients including leaflets and cards. These will be displayed.</p> <p>The Chair raised the prospect of next year’s patient survey being constructed in conjunction with the other surgeries of the Locality Group (comprising Lupset Health Centre, Orchard Croft Medical Centre, Prospect Road Surgery, Church Street Surgery and Middlestown Medical Centre). This is a Primary Care Trust suggestion and is not being driven by PPGs. The Chair has reservations, most notably that our demographics are considerably different to those of the other surgeries in our locality. The PPG gave its opinion that we would do better to focus on the needs of Lupset, rather than have a more general survey that would not yield as much specific information.</p>	

<p>7</p> <p>7.1</p> <p>7.2</p> <p>7.3</p> <p>7.4</p>	<p>Patient Suggestions</p> <p>Two positive comments were received regarding a Practice Nurse. These have been forwarded on to her.</p> <p>A suggestion was received asking if the surgery's children would like to join in with a planting project. The Community Development Worker has suggested the patient be put in touch with a local group that are taking on the maintenance of a small plot of land in Lupset.</p> <p>The alcohol gel dispenser in Reception has proved to be popular.</p> <p>A patient made the suggestion that supermarkets should stock special foods for diabetics. The PPG agreed that this really was a national problem to be taken up by the patient with the supermarkets in question. Unfortunately the suggestion was anonymous.</p>	<p>Action – The Chair to contact patient and direct to TL scheme.</p>
<p>8</p> <p>8.1</p>	<p>News from the Practice</p> <p>The school poster competition has featured in the Wakefield Express with photographs.</p>	
<p>9</p> <p>9.1</p> <p>9.2</p> <p>9.3</p> <p>9.4</p> <p>9.5</p>	<p>AOB</p> <p>Christians Against Poverty was brought to the attention of the PPG, and specifically with regards to debt management in Lupset.</p> <p>A meeting will be held in Leeds next month to discuss the advent of online patient record management. This is an open meeting for all who wish to attend.</p> <p>The Ops Manager appealed for more books for the book stall.</p> <p>A Community First grant is coming available. The money has to be used up by the end of March and wide consultation is required before it can be spent.</p> <p>A member brought the Later Life newsletter in that contains the number to call if you are eligible for the Warm Home Discount Scheme</p>	

9.6	(0845 603 9439). ST also raised the Scope Befrienders initiative. The PNG volunteer spoke about the Transport Action Group and the work it is doing in looking at hospital transport for those who require it.	
10	Date and Time of Next Meeting Tuesday 16 th April, 2013 at 13:45	