

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION
GROUP HELD ON WEDNESDAY 26TH MARCH, 2014 AT 13:45

Present:

13 members of the PPG were present.

Apologies:

2 apologies were received.

Item	Description	Action
1.1	Welcome and thanks from the Chairman.	
2	Minutes and Matters Arising	
2.1	The practice's policy on the use of wheelchairs was discussed at a Practice Meeting, where it was decided that although patients would be required to bring their own wheelchair if they needed one, in certain circumstances, members of staff would be prepared to push the chair or use the practice wheelchair.	
2.2	The Chairman has increased the display time of the longest presentations on the call-in boards from fifteen to twenty-five seconds. If anybody notices other presentations that would benefit from an increased display time, please let the Chairman know.	
2.3	Although there is no replacement for our St George's Healthy Living Centre representative as she is currently on secondment to the Office of the West Yorkshire Police and Crime Commissioner, two gentlemen from the St George's Healthy Living Centre have offered to attend meetings of the PPG as and when they are required.	
2.4	The anonymised minutes of PPG meetings are now being made available in the Waiting Room for the benefit of those without access to the internet.	
2.5	The minutes were agreed to be an accurate reflection of the last meeting.	
3	Update on Work Strands	
3.1	<u>The Annual Report</u>	

3.1.a	<p>The Local Patient Representation Group Annual Report has now been completed, and pending the approval of the PPG, it will be published on the practice's website, together with a copy of the Patient Survey and the PowerPoint presentation of the results. The report concerns itself primarily with the process of developing and administering the Survey, together with an analysis of the results, and such actions as arose from that analysis. These actions are those that were agreed at the last meeting of the PPG in February. A copy will be provided along with the minutes.</p>	
3.1.b	<p>A PPG member raised a point of minority representation on the PPG which provoked a discussion of the most convenient time of day to hold PPG meetings for those who work in the hope of attracting younger members. It was ultimately decided not to alter the current arrangements, as efforts have already been made to attract other groups, and have proved unsuccessful.</p>	
3.2	<p><u>Modifications to the Telephone System</u></p>	
3.2.a	<p>The Chairman briefed the PPG on a meeting that took place on Wednesday, 12th March, 2014 between a representative of Daisy Surgery Line (the company contracted to provide the practice's telephone system) and a subgroup of the PPG. A number of issues were identified, to which a number of solutions have been applied.</p>	
3.2.b	<p>The separate queues for the 01924 and 0844 telephone numbers have now been merged, meaning that both numbers now have full access to all six incoming lines.</p>	
3.2.c	<p>The automatic messages have now been redesigned, with two different sets of messages, one of which plays between 8 and 10 a.m., and one of which plays between 10 a.m. and 6:30 p.m. The aim of this is to filter incoming calls, so that patients are encouraged not to call for reasons other than to make an appointment before 10 a.m.</p>	
3.2.d	<p>A practice policy of discouraging members of staff from making outgoing telephone calls</p>	

3.2.e	<p>before 10 a.m. has been instituted, together with preventing the telephone system from using incoming lines to make outgoing calls.</p> <p>The Operations Manager reported that in the three days of the new system's operation, the number of incoming telephone calls between 8 and 10 a.m. has markedly reduced, and the vast majority of those patients that did call wanted to make appointments.</p>	
4	<p>New Work Strands</p> <p>No new work strands were identified. The Chairman asked for any suggestions from patients for the next meeting.</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 Patient Partner telephone appointment booking service has been discontinued. Patients can still book appointments online if they register to do so. Renewal of the maintenance contract would have been expensive, and the cost would have had to be borne by the practice, rather than the Clinical Commissioning Group.</p> <p>6.2 The Chairman reported that Local Clinical Network 6's bid to be a pilot for the recent Prime Minister's Challenge has been submitted, and a response should be forthcoming by Friday, 28th March, 2014. Local Clinical Network 6 comprises Lupset Health Centre, Orchard Croft Medical Centre, Prospect Surgery, Church Street Surgery and Chapelthorpe Medical Centre.</p>	
7	<p>Charity Update</p> <p>7.1 A total of £3,003 has been raised to date. At present, £500 has been accrued for donation to a charity of the PPG's choosing. It was decided by a vote of the members present (9 in favour) to donate £250 to the Salvation Army and £250 to the Wakefield branch of the Alzheimer's Society.</p>	

<p>8</p> <p>8.1</p> <p>8.2</p> <p>8.3</p> <p>8.4</p> <p>8.5</p>	<p>News from the Patient Network Group</p> <p>King Street Health Centre has completed a survey of its patients, the results of which indicate that ½ of those who attend the walk-in clinic do so because they cannot get an appointment with their registered General Practitioner.</p> <p>The Chief Executive Officer of the Mid-Yorkshire Hospitals NHS Trust has taken personal charge of the new software introduction programme at Pinderfields General Hospital and Pontefract General Infirmary.</p> <p>Mid-Yorkshire members of staff now have to give six weeks of notice of their intent to take leave, to assist with staffing levels planning.</p> <p>Mid-Yorkshire is investigating the possibility of employing a member of staff to be based in the hospital waiting room that patients who have just attended an appointment at the hospital can go to, to arrange their next appointment.</p> <p>A PPG member reported that the Lupset Health Centre PPG is regarded as the best in Wakefield. Another member suggested that if other groups would like it, we could attend their group meetings to talk about how this group operates.</p>	
<p>9</p> <p>9.1</p> <p>9.2</p>	<p>Pharmacy News</p> <p>The Manager at Boot's is now employed full-time at the pharmacy.</p> <p>The Electronic Prescription Service will start operating on 28th May, 2014.</p>	
<p>10</p> <p>10.1</p>	<p>AOB</p> <p>A PPG member reported a case featuring heavily in the news, of hospital records being sold to insurers, which prompted a lively discussion on sharing data. The Chairman reassured the PPG that no identifiable information held by the practice could be sold to anyone. Another member raised the point that this news would influence patients' decisions</p>	

10.2	A PPG member raised the point of the state of Ophthalmology services at Pinderfields General Hospital, and the action he is contemplating in this regard.	
10.3	A PPG member asked if thanks could be passed to one of the GPs for her efficient treatment of a condition.	
11	Date and Time of Next Meeting Wednesday, 14 th May, 2014 at 1:45 p.m.	