

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION
GROUP HELD ON TUESDAY 26TH JUNE, 2012 AT 13:45

Present:

13 members were noted in attendance

Apologies:

4 apologies were received

Item	Description	Action
1.1	The Acting Chair welcomed everyone to the meeting and thanked the member for giving of their time. Apologies were received from 4 members.	
1.2	The Acting Chair announced to the PPG that a member had tendered his resignation due to his wife's ongoing health problems. The Acting Chair thanked him for all the work he has done on behalf of the PPG and stated that he would be very much missed. This was warmly seconded by the PPG. He will become a virtual member, and so will continue to receive minutes.	
2	Minutes of the Last Meeting	
2.1	It was agreed that the minutes were a true and accurate reflection of the last meeting.	
2.2	One member thought that the website has not been much improved by changing the colour to a different shade of blue. He maintained that a black on white design would be much better. He also suggested that it would be better for the Site Map to be removed from the front page and substituted with a button which would then take you to the Site Map as this is the more modern practice. He also suggested that a photograph taken in the afternoon would be better as the sun would not obscure the name of the practice.	Action – The Acting Chair to take the suggestions back and discuss with Dave.
2.3	Another member enquired as to the number of hits on the website. The Chair has spoken to the web manager and put in a software request for this.	
2.4	The Acting Chair explained that the Chair had raised the issue of a nurse from the practice attending the Jubilee Event at Jubilee Hall on the	

	<p>9th June, but that a nurse was not available to do so. However, there was a nurse present at the event, who was on hand for blood pressure events and to answer questions.</p>	
3	<p>Matters Arising</p> <p>Please see Item 1.2</p>	
4	<p>Patient Survey</p> <p>4.1 The Acting Chair explained that there are three surveys in production at the moment, and that it has been decided to attempt to combine them into one slightly larger survey so as to avoid patients becoming ‘survey fatigued’.</p> <p>4.2 It was suggested that it might be better, rather than asking three separate questions about each of the alternatives to A&E, we ask one as this would be simpler for those filling the survey out.</p> <p>4.3 It was further suggested putting the survey on the website and allowing people to fill them in online. Another possibility would be to email them to patients. If it was to be put on the internet, there would have to be a word limit on the comments section, and there should be a time limit on the survey so that it did not remain on the website forever.</p> <p>4.4 Someone questioned whether people would know what a Choose Well leaflet was. The Acting Chair explained that the idea would be for the person offering the questionnaire to have a supply of these to show to the patient and give them one if they do not already have one.</p>	<p>Action – The Acting Chair to look at this and amend accordingly.</p> <p>Action – The Acting Chair to look at.</p>
5	<p>LINK GP Report</p> <p>5.1 The Acting Chair explained the report and went through the key recommendations.</p> <p>5.2 NHS Health Checks are already offered as a matter of course for patients between the ages of 40 and 75. However, any patient can request a Health Check if they wish.</p> <p>5.3 The practice already has a dedicated results clerk</p>	

	<p>who is available between 11:30 and 13:30 for results. There was an enquiry into the level of training that she has, and the Ops Manager explained that she is given training by the GPs, but her role is to give the patient the comments the GP has made.</p>	
5.4	<p>Access has been improved since the compiling of this report by the advent of the 01924 number, the employment of two nurse practitioners, and additional hours being given to a salaried GP.</p>	
5.5	<p>The practice maintains a fully functioning Patient Participation Group that is regarded as the most developed and successful PPG in the area.</p>	
5.6	<p>Appointments have been improved by the employment of new staff, as mentioned previously. In addition, the practice already uses Language Line for those patients who cannot speak English. At this point, it was suggested that the toilets should have sensor lights so that people do not struggle to find the switch, especially in the disabled toilet.</p>	<p>Action – The Acting Chair to discuss with Dave.</p>
5.7	<p>Criminal Records Bureau checks are currently underway, as per the Personal Medical Services contract and Care Quality Commission requirements with a view to full compliance.</p>	
6	<p>NHS Choices Survey</p>	
6.1	<p>The Acting Chair showed the PPG the results of the NHS Choices website and explained the results. The Acting Chair also pointed out that, like the LINK report, this survey does not take into account the recent improvements we have made with regards to access and this will hopefully improve our position with regards to the area and national averages.</p>	
7	<p>New Work Strands</p> <p>The group decided that there were sufficient work strands for the moment.</p>	
8	<p>Patient Suggestions</p>	
8.1	<p>A suggestion was received from a patient</p>	

8.2	<p>anonymously who has had severe problems contacting the surgery and making an appointment as he cannot get down to the practice to make one. The Acting Chair and the Ops Manager explained that the receptionists are encouraged to answer the telephones as soon as they can, but that if they were dealing with a patient in person, it may not be possible to do so immediately.</p> <p>A suggestion was also received from a patient with regards to whether it was possible for hearing aid batteries to be picked up from the surgery rather than from Pinderfields General Hospital. The Chair has contacted the Hearing Aid Clinic and they have agreed to send some batteries to the surgery which patients will be able to pick up provide they bring their brown book with them.</p>	
9	<p>News</p> <p>9.1 The Acting Chair explained that our new Nurse Practitioner has now started work on the Primary Care Transformation Scheme and will be calling patients who are at high risk of admission or readmission to enquire after their general health, and to see if there is anything we can do to reduce their risk.</p>	
10	<p>Any Other Business</p> <p>10.1 Everybody was asked if they could now receive the LINK email.</p> <p>10.2 It was enquired as to whether the GPs had taken any industrial action as part of the BMA strike day on Thursday 21st June. The Acting Chair informed the group that those GPs who were members of the BMA made a token gesture of running book on the day clinics only. It was asked that all the doctors be congratulated on their decision not to take any more action than this. The members of the PPG agreed with this.</p>	<p>Action – The Acting Chair to discuss with the Chair.</p>
11	<p>Date and Time of Next meeting</p> <p>Tuesday 7th August, 2012 at 13:45 at Lupset Health Centre</p>	

