

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION
GROUP HELD ON TUESDAY 30TH OCTOBER, 2012 AT 13:45

Present:

14 attendees recorder on the attendance sheet and in the minutes

Apologies:

4 apologies received

Item	Description	Action
1	Welcome and thanks from the Chair. Particular thanks to the Ops Manager upon her impending retirement on behalf of the PPG, and agreement that she will continue to serve as a patient member of the PPG.	
2	Minutes of the Last Meeting	
2.1	It was agreed that the minutes of the last meeting are a true and accurate reflection.	
2.2	The Chair reported that the clock is now back on the call-in screens. Concerns were raised by the PPG that the ticker-tape does not stay on long enough for a message to be read.	Chair to increase the time the ticker-tape has to 20 seconds
2.3	A total of £850 has now been raised for various charities through the book stall. This has been published on the call-in screens.	Ops Dev Coord to produce poster detailing amounts raised and charities donated to.
2.4	The Chair reported that 919 visits were made to the practice website in September, of which 706 were unique. It was again confirmed that reporting would be by exception only.	
3	Matters Arising	
	The matter of Christians Against Poverty debt campaign was raised by email. Leaflets to be put out in reception.	
4	Patient Survey	
4.1	The Local Incentive Scheme survey has now been reduced to four questions which have not as yet been given to the practice to look at. The Chair therefore suggested that we should proceed with our own survey and delay the LIS	

	survey until the questions are confirmed. The PPG agreed.	
4.2	The survey will be conducted over November beginning the week commencing 5 th November, and will hopefully be complete by December, allowing time for analysis to take place.	
4.3	As previously agreed, Choose Well leaflets are to be distributed to those patients who have not already received one. The Chair also asked for volunteers to come into the surgery to hand out the surveys (please see Appendix 1).	Ops Dev Coord to coordinate roll-out of survey and collate results.
5	Parental Education	
5.1	3 members have visited Snapethorpe Primary School and Flanshaw Junior and Infant School to ask for their participation in an initiative to increase awareness of the alternatives to A&E.	
5.2	The initiative will comprise a competition to design a poster that will then be used throughout Wakefield, increasing awareness of A&E alternatives. The intention is that children will involve their parents in the design of the poster.	
5.3	The Wakefield Wildcats have agreed to be involved in the judging of the posters. There will be a prefilter which will reduce the posters to a top twenty that will then be judged by the panel.	
5.4	The winner will have their poster used, and will spend an afternoon in a GP surgery “as a doctor”. There will also be runner-up prizes of vouchers for local toy shops. The PPG signified its support with the rider that parents need to be clear as to the alternatives available.	
6	New Work Strand	
6.1	The Chair briefed to the PPG the practice’s investigations into the use of social media such as Facebook and Twitter. Someone raised a number of concerns that were endorsed by the PPG regarding confidentiality and the potential for disenfranchising those that did not use social networking. Concerns were also raised as to the possibility of patients making adverse comments	

	<p>on a prospective Facebook page that the practice would have to respond to, and the possibly excessive management requirements that would entail. The PPG agreed that this was therefore, not something that they could endorse at the moment.</p> <p>6.2 A discussion was also had as to why patients have to be registered with a specific GP and cannot be registered with a generic practice.</p> <p>6.3 The Chair briefed on the idea of sending text messages to patients to remind them of their appointments. A member raised the issue of having to reply to the text in order to confirm the appointment. The Chair reassured the PPG that a response would not be required for the appointment to be confirmed at the practice. The issue of confidentiality was also raised, as mobile telephones can be passed around. It was suggested that a consent form could be appended to the existing New Patient Health Check form asking for the patient's permission to send text messages.</p> <p>6.4 A member had raised by email the issue of a more prominent poster advertising the fact that the practice is closed on Target day in the afternoon for staff training. The Ops Manager suggested that the existing PCT provided poster was not clear enough as it uses the word Target and patients may not always understand what this refers to.</p>	<p>The Chair to enquire with WYCSA as to why this is the case.</p> <p>Ops Dev Coord to design a practice specific poster to advertise the afternoons the practice is closed.</p>
<p>7</p> <p>7.1</p> <p>7.2</p> <p>7.3</p>	<p>Patient Suggestions</p> <p>A suggestion was received suggesting that we operate an open clinic for influenza vaccinations. The Chair informed the PPG that this has been tried, but was not successful. The Ops Manager confirmed this and the PPG agreed that an open clinic should not be pursued.</p> <p>The practice was complimented on the utility of its online booking system.</p> <p>A message of thanks from a patient relating to the assistance afforded him in getting his wife to hospital.</p>	

7.4	A message to complement the Phlebotomist on her skills in drawing blood.	
8	News from the Practice	
8.1	A new Practice Nurse started work on Monday 29 th October. She will have a particular interest in polymorbidity (multiple chronic disease) clinics.	
8.2	The Wakefield District is at present not achieving the targets set for A&E attendance and emergency admissions reductions as part of the Primary Care Transformation Scheme. However, in comparison with other areas such as Calderdale and Kirklees, we are doing better. Therefore the PCT are going to look at reducing the targets.	
8.3	The partners will be taking part in an away day to consider strategic planning for the practice's future.	
8.4	The patient uptake of the seasonal influenza vaccination has been very good so, with one more Saturday clinic remaining. The practice has also had a good uptake of the Whooping Cough vaccination.	
9	AOB	
9.1	A member has recommended a new member of the PPG. . This gentleman is a magistrate and has experience which may be of use in the parental education scheme as he works with children's groups. The PPG agreed that before we can offer a place to him, it must first be offered to the virtual members.	The Chair to contact virtual members and ask if they would like to start attending meetings, and to put this patient on as a virtual member.
9.2	A member asked for demographic information about the practice population.	DB to provide.
9.3	The two group volunteers attended the Patient Network Group and reported back on various changes that are taking place to hospital services, particularly that ophthalmology will be moving to Pontefract General Infirmary.	
9.4	It was discussed that hearing aid batteries cannot be accepted for disposal by the practice, but can	

	be taken to supermarkets to dispose of.	
10	Date and Time of Next Meeting Wednesday 12 th December 2012 at 13:45	

Appendix 1

Please note, those who have signified their willingness to assist with the survey but have not yet given me a time when they would be available, I will add you to this timetable after you have contacted me.

Could I also ask that those who have confirmed their availability, could let me know what times (if any) they would be able to manage for the week commencing 12th November (contact no. 01924 202266 / 01924 202254).

	Week Commencing 5 th November					Week Commencing 12 th November				
	Monday	Tuesday	Wednesday	Thursday	Friday	Monday	Tuesday	Wednesday	Thursday	Friday
Morning										
Afternoon										

Names removed at the patients' request due to patient confidentiality.