MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP HELD ON MONDAY 17TH JUNE 2019, AT 13:45

**Present:** DS (chair and secretary), ML, MC, SP, YE, GH, RB, SI, JM (CCG)

**Apologies:** LH, JB, ST

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| **Item** | **Description** | **Action** |
| 1. | DS thanked everyone for attending and opened the meeting by introducing JM a Senior Engagement Manager from Wakefield CCG.  |  |
| 2.2.12.1.12.1.22.1.3 | **Minutes and Matters Arising**The PPG agreed that the previous minutes were accurate. The following were matters arising:Newsletters – after a long discussion it was agreed that a survey should be sent to patients to gauge the usefulness of the newsletters. DS briefed that The Star bereavement charity donation would cost £12.50 if a credit card is used. It was agreed that this is to be put on hold pending the change in charity donation administration on 30th June 19.SP said that she did not receive the agenda due to technical issues. She requested postal correspondence. | **DS to produce survey****DS to monitor and report to next meeting.****DS** |
| 3.3.13.1.13.1.23.1.33.1.4 | **Update on ongoing Work Strands.**NHS DigitisationNHS app goes live in May. DS briefed that the app is now live but in line with many other practices we will tie the launch to the CCG public announcement. DS reminded the members what functionality the app would have.Reducing DNAs. DS briefed the results of MB’s audit on DNAs. The figures proved that there is a significant number of patients who are habitually not attending appointments. Whilst a large number of these do have some issues that may account for some of the figures, there is also a significant number who should be contacted. Several options to reduce the numbers were outlined.Active signposting. This continues to be a useful tool for Care Navigation and any activities are welcomed.Preventable sight loss. DS explained that the packs have been received and staff have been briefed. Unfortunately, as we suspected, these cannot be done in the routine appointments and therefore DS and SI will work together to try and have these done by some other means. | **DS to brief on progress****DS and SI to coordinate.** |
| 4.4.1 | **New Work Strands / Patient Driven Initiatives** Patient survey for PPG newsletter as outlined above. |  |
| 5.5.1 | **Patient suggestions / comments and complaints.**It was agreed that as the number of Friends and Family Test numbers rise it would be more beneficial to simply discuss the numbers, any trends and significant comments. | **DS to have numbers for next meeting** |
| 6.6.16.1.16.1.26.1.2.16.1.2.26.1.2.3 | **News from the Practice / Network / CCG / DH.**Healthy Hearts Programme**.** JM briefed about the Healthy Hearts Programme being run by the CCG to try to reduce the number of heart attacks and strokes following successes in Bradford. She explained that this is done via a targeted approach to patients who are at risk of disease, but who are not yet on medication. The aim is to give preventative medication and this prompted an interesting debate about the word “preventative”. JM asked if, as part of a wider patient engagement, the members attending could complete a short survey.MJOG SMS service. DS briefed that the practice had purchased a system of communicating with patients via SMS. Unlike the current unilateral system MJOG allows limited two way interaction with the recipient of the text. For example when an appointment is confirmed the patient has the option to cancel the appointment directly from that text and this appointment is then automatically removed from the clinical system to free it up for another patient.NHS England Productive General Practice. DS briefed that the practice has been using this internal and external peer based system to improve the following: Inappropriate Appointments. A survey of GPs has shown that approximately 25% of appointments could have been seen by another health or social care worker. We are working with NHS E to improve the navigation to more appropriate appointments.DNAs. DS briefed on the audit conducted by MB as outlined above. He reiterated that this is ongoing work that will hopefully educate patients on the consequences of non-attendance.Document Management. GPs process a significant number of letters about patients each day and many of these could be processed by another trained staff member. We are currently looking at a process to implement this. | **All members to complete survey and either send directly to CCG or via DS.** |
| 7.7.1 | **Staff updates**DS briefed that our long term locum Dr KR is leaving at the end of June to take up a post elsewhere. This means using GP overtime and other locums until Dr KD arrives in August as previously briefed.  |  |
| 8. | **Charity update and proposals**See matters arising. No further donations at this time. |  |
| 9.9.1 | **Pharmacy updates**DS briefed that the Pharmacy Manager at Boots had left on maternity leave and is replaced by a stand in manager who is called Gill. Gill has agreed to attend a meeting in the future.  |  |
| 10.10.110.210.3 | **News from the Patient Network Group (GH).**Health Hearts initiative.Patient engagement within PRG, Networks and practices. Networks / Federations and Confederation work. |  |
| 11. | **AOB** |  |
| 1213.1 | **Date and Time of next Meeting** The next meeting is scheduled to be held on Tuesday 13th August 2019 at 13.45. |  |

Proposed PPG meetings for 2019, all at 1.30 for 1.45 start:

Wednesday 9th October 19

Thursday 5th December 19