MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP HELD ON TUESDAY 13TH AUGUST 2019, AT 13:45

**Present:** DS (chair and secretary), MC, SW, SI, SP, RB, MM, GH, YE, JB

**Apologies:** LH, ML, SR

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| **Item** | **Description** | **Action** |
| 1. | DS thanked everyone for attending and opened the meeting. |  |
| 2.2.12.1.12.1.22.1.32.1.42.1.5 | **Minutes and Matters Arising**The PPG agreed that the previous minutes were accurate. The following were matters arising:Newsletter Survey – DS showed the proposed survey which everyone agreed was fit for purpose.DS stated that he had tried to log on to the STAR bereavement website, but it appeared that this was no longer in operation. SI stated that she had heard that this charity no longer existed. It was agreed not to donate to this charity now.DS said that he would talk about DNAs later.DS said that the preventable sight lost work was still not in progress. SI suggested that TL may be able to help.DS stated that the Friends and Family Test numbers had not increased due to a delay in the introduction of the SMS service. This should be up and running by the next meeting. | **DS to send with newsletters.****SI to contact TL** |
| 3.3.13.1.13.1.23.1.33.1.43.1.5 | **Update on ongoing Work Strands.**NHS DigitisationNHS app. DS briefed that the app is now live but in line with many other practices the launch will coordinate with the CCG public announcement. This prompted a discussion about patients being able to avoid the Care Navigation service by booking on line. JB stated that when appointments are booked online text reminders are not sent. DS said that he would clarify this during training on the new system.SP asked if this was the new GP on line consultation and this prompted a discussion about this with DS explaining that this was a different initiative under the digitisation programme. This would see patients asking GPs questions via a portal. DS explained that the practice had two options for this both of which would be briefed at a future network meeting. GH suggested that it would be a good idea to have patient representation at that meeting.Reducing DNAs. DS said that new software would demonstrate that DNAs were reducing, although there is still work to be done. He briefed that there is no “blanket policy” for DNAs with every decision being on a clinical case by case basis.Productive General Practice. DS briefed that this is an NHS England project to help GP surgeries improve certain areas of productivity. Lupset HC concentrated on reducing inappropriate appointments and frequent attenders, DNAs and improving document handling within the practice. He outlined the following:* Telephone appointments for GPs have been increased to 4 per clinic. This is predominantly for GPs to call patients to discuss test results, instead of the patient having to arrange a face to face appointment. This prompted some concern and discussion about how the system would be run. DS pointed out that it was a trial and that this would be evaluated at the end of the trial, but that it was anticipated that this would free up GP appointments rather than use them.
* A new Document Management Team is to be set up to review basic hospital correspondence currently seen by GPs. With training this team will read, file and action any correspondence which will free GP time to do other more complex tasks.
* DS stated that DNAs had gone from about 4% to 2%, but there was still a significant cohort of patients that did not attend. He would demonstrate this later.

DS briefed on the MJog SMS messaging service shortly to be introduced. This will provide limited 2 way interaction between the practice and its patients. For example patients will be reminded of appointments and if they chose to cancel the appointment it will be automatically removed from the clinic freeing that slot for another patient. This was welcomed.The practice newsletter was agreed and will be sent out with immediate effect, along with the survey. SI suggested adding the practice website address and this was agreed. | **DS****DS to propose patient representation at meeting.****DS** |
| 4.4.1 | **New Work Strands / Patient Driven Initiatives** The preventable sight loss initiative is ongoing. |  |
| 5.5.1 | **Patient suggestions / comments and complaints.**Reiterated that once the MJog system was working then Friends and Family responses should increase to discuss trends. |  |
| 6.6.16.2 | **News from the Practice / Network / CCG / DH.**Apex software**.** DS demonstrated new software procured by the CCG to assist in workforce planning. The software looks back over previous clinics to show areas that may need to be addressed when future planning. DS showed the GP appointments over the last 365 days to show that the BMA target of 72 appointments per 1000 patients per week was exceeded on average, but highlighted areas where it had not been (for example shortened weeks due to Bank Holidays). He also demonstrated where DNAs were at their most prevalent (for urgent appointments between 3pm and 5pm and Wednesday morning between 8.30 and 9.30. When questioned he said that these areas would be looked at.The software was universally welcomed as an excellent tool to assist in workforce planning, but also as a demonstration that NHS targets were being met.Flu vaccinations. DS briefed that there had been a national delay in the delivery of flu vaccinations for the under 65s due to a delayed decision by the WHO as to which strains of the flu to target. He also reminded patients that if they attended the surgery for their flu vaccine they would catch up on any overdue NHS tests and other vaccinations at the same time, but understood that it was patient choice where they were vaccinated. |  |
| 7.7.1 | **Staff updates**DS said that the new Salaried GP Dr Davies would be starting work on the 19th August, but pointed out that she had been here for the last year as a GP Registrar.  |  |
| 8. | **Charity update and proposals**It was agreed that the Yorkshire Air Ambulance was a worthy charity and that the charity fundraiser could attend the next meeting. It was further agreed that £300 be paid to the charity. | **DS** |
| 9.9.1 | **Pharmacy updates**DS said that he had asked Jill the new Boots Manager to attend a future meeting.  |  |
| 10. | **News from the Patient Network Group (GH).**GH briefed that the next meeting of the PNG was next week so an update would be provided at the next PPG meeting. |  |
| 11.11.111.211.3 | **AOB**SI briefed Connecting Communities for over 65s. Various activities such as film club, Intro to poetry and Arts and Culture Workshops are being run. More details from St George’s.JB gave some very positive feedback about one of the GPs. DS agreed to pass this on to the GP.RB stated that agreeing the meetings for each year had worked well. Others agreed and DS said that the meetings for the next year could be agreed at the December meeting. | **DS****DS** |
| 1213.1 | **Date and Time of next Meeting** The next meeting is scheduled to be held on Wednesday 9th October 2019 at 13.45. |  |

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

Thursday 5th December 19 (Proposed meetings for 2020 to be agreed)