MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP HELD ON 5th DECEMBER 2019, AT 13:45

**Present:** DS (chair and secretary), MC, SW, SI, MM, GH, BSRB, SP, SR

**Apologies:**  JB

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| **Item** | **Description** | **Action** |
| 1. | DS thanked everyone for attending and opened the meeting. |  |
| 2.2.12.1.12.1.22.1.32.1.4 | **Minutes and Matters Arising**The PPG agreed that the previous minutes were accurate. SP apologies for missing the last meeting were accepted. The following were matters arising:DS said that the newsletter survey responses had started to be returned, albeit in small numbers. The responses were discussed and it was agreed that the feedback was positive and the newsletter would continue in its current form.It was agreed that the preventable sight loss would be carried out opportunistically rather than in bespoke clinics.SI stated that she had contacted LB about the Carer’s open day and they were keen to support where possible. SI is to contact LB’s manager to progress.GH briefed that the issue of patient representation on at PCN level had been discussed once again at the Patient Network Group and that patients were keen to be involved. DS agreed to raise this with the PCN. | **SI to brief PPG****DS to contact PCN Manager and Clinical Director.** |
| 3.3.13.1.13.23.3 | **Update on ongoing Work Strands.**NHS DigitisationNHS app/ SystmOnline. DS reiterated that work was ongoing with both ways of accessing patient records. Numbers were steadily rising.On line consultation. DS briefed that the software had been tested by the admin staff and they were now awaiting test patients to access the system to link with the GPs. Some discussion has taken place about which clinics would be most suitable and provisionally these may be those patients with a disability that prevents telephone access, care and nursing home staff and carers of patients who may not be able to get the patient to the surgery.Productive General Practice. DS updated the group on the progress made so far:* The new Document Management Team members have been identified, but the Team have not yet started work as one of the key members had tendered her resignation. However the practice has been allocated some formal training on this in January and is looking to increase the team.
* DNAs continue to drop after the targeting of patients who seem to not attend the most appointments. Unfortunately whilst most patients do head the warning letters a number of patients have had to be removed due to a break down in relations.

PPG newsletter survey. As outlined above the survey results have been generally positive when received and the PPG agreed to continue producing the newsletter. |  |
| 4.4.14.2 | **New Work Strands / Patient Driven Initiatives** Carers’ Open Day. DS briefed on the work he is doing within the practice to raise the profile of carers and ways to identify and register more carers for our patients - and how to support these carers better. It was agreed that once SI had gauged the level of support from Wakefield Carers the open day was to be planned, hopefully for the early New Year.It was agreed that the dates for the meetings for the New Year would be: Monday 3rd February, Tuesday 24th March, Wednesday 13th May, Thursday 16th July, Monday 7th September. November’s date TBC. |  |
| 5.5.15.2 | **Patient suggestions / comments and complaints.**DS briefed that the MJOG statistics were steadily rising and that since its introduction on 11th September there had been 302 responses with 89% stating that they would recommend the surgery to their family or friend. This was slightly down from 90% in the first month.DS then said that the PPG had agreed to continue to look at any comments posted on line or left in the suggestion box and 3 comments were reviewed. One comment suggested that a drinks machine be procured for the waiting room. After a brief discussion it was agreed that this would not be pursued at this time. |  |
| 6.6.16.26.36.4 | **News from the Practice / Network / CCG / DH.**Care Quality Commission. DS briefed that the CQC would conduct an Annual Regulatory Review on 13th December. This would comprise a phone call from the inspector to discuss 19 questions about the running of the practice. Flu vaccinations. DS briefed that the vaccination programme was progressing, but that the flu season was well underway with reports of patients catching the virus. In answer to a question about how long does the flu vaccine work he said that it does differ from person to person, but it usually takes about 2 weeks to be fully effective and then last about 5/6 months which sufficiently covers the flu season. He strongly encouraged those that have not yet had the vaccine to do so as soon as possible. Abdominal Aortic Aneurism Screening. DS stated that the annual AAA screening programme for males over the requisite age was due to start in January 2020. He asked that if anyone gets a letter inviting them to the programme they are encouraged to attend.Armed Forces Accreditation. DS said that he was pleased to state that the practice had been awarded Armed Forces Accreditation. The clinical lead would be Dr Sheppard and the admin lead would be DS. He explained that the Armed Forces Covenant gave prioritised treatment to veterans who had been referred as a result of their service. RB and BS asked to be registered. |  |
| 7.7.1 | **Staff updates**DS stated that HM, a medical secretary who had worked with the practice for 26 years, was retiring.DS also said that unfortunately MB had tendered her resignation as she had been offered a job elsewhere.Finally DS said that he had given notice of his intention to retire in September 2020. |  |
| 8. | **Charity update and proposals**DS updated the PPG on the amount in credit and stated that there were 3 requests for donations; these were from the Second Chance Headway Centre, the St George’s Foodbank and the Real Junk Food Company. The PPG agreed that as two of these would benefit most at Christmas, £150 should be given to the St George’s Foodbank and the Real Junk Company. However as soon as funds were available the same should be given to the Headway Centre. | **DS to contact both organisations** |
| 9. | **Pharmacy updates**DS briefed that the Electronic Prescription Service (EPS) phase V was due to start in Dec. This meant that all prescription requests would be sent by the GP electronically to the NHS spine and a paper “token” with a bar code would be presented to the patient. If the patient has nominated a named pharmacy then the prescription is downloaded automatically to that pharmacy. However if the patient has not nominated, the prescription sits on the spine until the patient takes the token to any pharmacy who then download it and dispense as normal.  |  |
| 10. | **News from the Patient Network Group (GH).**GH briefed the following from the recent meeting:* World COPD day is on the 20 Nov every year. There is an app to promote awareness.
* Live Well has now started the new service for the Primary Care Networks. GH gave some leaflets to promote this.
* There will be a yearly “Your body, your responsibility” week to raise awareness of patients taking some ownership of their health.
* DF had briefed about the need for a Primary Care Network patient representative and this was discussed with DS.
* Pharmacies are promoting the need to book repeat prescriptions early enough to ensure that they can be dispensed over the Xmas break. She also gave some leaflets and posters.
 | **DS to contact West Wakefield** |
| 11.11.1 | **AOB**SI briefed on the new notice board in the waiting room and said that she would put some information on there for December. |  |
| 1213.1 | **Date and Time of next Meeting** The next meeting will be held on Monday 3rd February 2020. |  |