MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP HELD ON 31st August 2022, AT 2.00pm

**Present:** *LR (chair), ED (secretary) MM, RB, JB, KG, MC, SI*

**Apologies:** *None.*

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| **Item** | **Description** | **Action** |
| 1. | **LR** thanked everyone for attending and opened the meeting. |  |
| 2. | No apologies were received from PPG members who were unable to attend the meeting. |  |
| 3. | **Minutes and Matters Arising**  Reception Administrators  The roles of the Reception Administrators were discussed, mainly regarding care navigation. **LR** explained the training that the Reception Administrators receive the appropriate training to ensure they care navigate correctly and effectively. It was also explained that if any staff member is unsure of something, they will ask a senior member of staff, or a GP/ANP for advice. There are 8 members of staff answering the phones at 8am, this includes admin staff. |  |
| 4.  4.1.  4.2.  4.3.  4.4.  4.5. | **What is happening in practice?**  Long Term Condition (LTC) recall and Annual Medication Review.  **LR** explained that the Long-Term Condition recalls and Annual Medication Reviews will soon be done together. The patients will be called in by their birthday month. The Health Care Assistants will do the blood tests and then a follow up will be had with a Chronic Disease Nurse if appropriate, or a GP. Brief discussion about which patients fall under the category of Long-Term Health Conditions.  ALABAMA Trial (Allergy Antibiotics and Microbial Resistance).  **LR** briefly explained the ALABAMA Trial and that there are several patients who have an allergy to penicillin coded on their record but may not actually have an allergy. It will involve twenty patients (with patient consent), who have an allergy to penicillin coded on their record, being given penicillin, and then monitored to see how they react. If the patient hasn’t reacted to the penicillin in any way once the trial period is over, the allergy to penicillin code will be removed from their record.  Demonstration for telephones.  **LR** discussed the option for having a call back function placed onto the telephone system. This will enable patients to choose the call back function when in the telephone queue, they will then receive an automatic call back once they’re near the front of the queue which will save them from having to wait around on the phone.  Flu Vaccinations.  **LR** explained that there are some Flu clinics on the system and that the first clinic, which is on the 24th of September, is full already. Discussed how patients are being contacted, by SMS link which enables patients to book directly into the clinics, by telephone or by letter. **LR** explained that the SMS link has been working very well and we have had a great response from patients so far. Discussed how we plan to co-administer both the Flu and Covid-19 vaccines together in the same clinics, but that the Pneumonia vaccines will be administered in a separate clinic.  Covid-19 Autumn Booster Vaccinations.  **LR** discussed the Covid-19 Autumn boosters and that they will soon be available. The following eligibility groups will receive invites for vaccinations: Ages 75 and over, frontline health or social care workers, care home workers, ages 16 to under 50 at risk and ages 50 to under 75. |  |
| 5. | **Questions to ask a GP Partner**  **LR** asked the group what sort of questions they would like to ask a GP when they attend a PPG meeting. **KG** mentioned that she would like to ask about confidentiality and SystemOne. **RB** said that he had already given LR four questions to ask the GP. It was discussed that it may be more beneficial to ask a different GP partner, other than Dr Sheppard as he is retiring next year. It may be a good idea to speak with a GP Partner who will be at the surgery long term. | **LR to speak with GP Partners and arrange.** |
| 6.  6.1.  6.2.  6.3. | **Statistics for Lupset Health Centre**  CQC Report.  **LR** briefly explained that the surgery received a ‘Good’ rating on the CQC report recently.  Medication Reviews.  **ED** explained that the GP’s work through a list of patients every month who are due medication reviews. A report is run at the beginning of the month to calculate how many medication reviews were done in the previous month. **ED** then calculates how many reviews each GP and pharmacist have done. These figures are monitored and an anonymised copy is distributed between all the GP’s. Feedback given is given to the clinicians if their figures are low. **LR** explained that the surgery has been working hard to improve the amount of medication reviews that are completed and that the figures show the amount being completed are increasing.  Significant Events  **LR** briefly explained the significant events received between April 2022 and August 2022. There were 34 significant events, 20 of which were Datix issues. |  |
| 7.  7.1.  7.2.  7.3. | **Patient Feedback**  Complaints  **LR** outlined the number of complaints received so far for the year 2022/23 and the nature of those complaints. The discussion briefly moved onto the CCG and the new name of it. **LR** will circulate the name of the new CCG to all PPG members.  Compliments  **LR** explained that compliments are shared around via a notification to all staff members and that these will be placed onto TeamNet for staff to read later if they wish.  Friends and Family  The Friends and Family results were discussed and **LR** provided a chart showing the overall outcome. **RB** expressed that he would like a copy of the information and **LR** agreed to circulate a copy of it along with the meeting minutes. | **LR to circulate name of new CCG to PPG members.**  **LR to circulate a copy of the Friends and Family Test Information to PPG members.** |
| 8.  8.1.  8.2.  8.3.  8.4. | **Staff Updates**  **SI** New Role.  **SI** explained that she has left her role at St Georges Community Centre and has started a new role at the West Wakefield PCN as a Health and Wellbeing Coach. **SI** will be based at Middlestown Surgery but is hoping to be placed at Lupset Health Centre for one day a week. **SI** explained the different things that she will be dealing with as a Health and Wellbeing Coach.  Reception Administrator  **LR** explained that one of the Reception Administrators, **SW**, has left the surgery and that the surgery will be recruiting to fill the position.  Recruiting a new Chronic Disease Nurse  **LR** explained that the surgery will be recruiting a new Chronic Disease Nurse.  New Registrars  **LR** explained that five new registrars have started here at the surgery. |  |
| 9.  9.1.  9.2. | **Primary Care Network/ICBNeta Update**  New Occupational Therapist (OT)  **LR** explained that the PCN has a new Occupational Therapist, **HB**, who will be based here in surgery one day a week.  New Mental Health Nurse  **LR** explained that the PCN has a new Mental Health Nurse, **ML**, who will also be based here in surgery one day a week. |  |
| 10.  10.1  10.2. | **AOB**    DNA’s.  **RB** explained that at the previous PPG meeting, **EF** had advised the group of DNA’s that they get on a Saturday. **RB** asked for more information/clarification of this. **LR** briefly discussed DNA’s and **MC** said that the surgery used to send letters to patients who had DNA’d three times. **LR** explained that the surgery does still do this. It was discussed in the group that they would like the figures of DNA’s discussing at the next meeting.  Boots Pharmacy next door  **KG** expressed concerns that Boots Pharmacy are taking up to two weeks to process prescriptions. The group discussed this and a few members had also had the same issue. The surgery was unaware of this issue. **LR** will speak with the manager of Boots Pharmacy and give feedback to them. **LR** will also ask if the manager would like to attend a future PPG meeting. | **LR to discuss DNA figures at the next PPG meeting.**  **LR to speak with the manager of Boots Pharmacy next door.** |
|  | **Date of next Meeting:**  **Monday 31st October 2022 at 2pm.**  **Proposed Dates for next 12 months:**  Monday 31st October 2022  Wednesday 4th January 2023  Thursday 7th March 2023  Wednesday 10th May 2023  Monday 10th July 2023  Time of meetings to be confirmed |  |