

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION  
GROUP HELD ON 15<sup>th</sup> April 2025 AT 14.00pm

**Present:** LR (chair), ED (secretary), MC, KG, MB, RB

**Apologies: SI & SP**

Item	Description	Action
1.	LR thanked everyone for attending and introduced the visiting Air Ambulance volunteers <b>Elaine</b> and <b>Michael</b> .	
2	<u>Apologies</u> Apologies received from <b>SI &amp; SP</b>	
3.	<p><u>Minutes and Actions of previous meeting</u></p> <p>LR explained ED has put some paper forms out in reception for the Friends and Family Tests and LR has been receiving them.</p> <p>LR said that ED had amended the previous meetings minutes as discussed in the last meeting and said the minutes now have full names in rather than just initials.</p> <p>LR mentioned ED had amended the Autumn newsletter to be more colourful.</p> <p>MB, MC and RB mentioned they had not received the minutes from October's minutes. LR will send these out along with this meetings' minutes. MC said she was happy to collect her minutes from the surgery if someone rings her when they are ready to collect.</p>	
4.	<p><u>Yorkshire Air Ambulance Talk</u></p> <p><b>Elaine</b> and <b>Michael</b>, both dedicated volunteers from the Yorkshire Air Ambulance, delivered an insightful presentation about the charity and the incredible effort it takes to keep it running smoothly. They highlighted the average daily costs involved in operating the service, emphasising the importance of continuous support.</p> <p>During their talk, <b>Elaine</b> and <b>Michael</b> shared stories about the vital work carried out by the crew members and staff on a daily basis, showcasing how their efforts directly contribute to saving lives. They also discussed the types of incidents the team is most likely to attend, providing a deeper understanding of the critical role the Yorkshire Air Ambulance plays in the community.</p>	
5.	<u>Practice Updates</u>	

<p>5.1.</p>	<p><u>Staff retirement</u>  <b>LR</b> explained that two members of staff had recently retired at the end of March 2025.</p> <p>After over 40 years of working as a salaried GP in the NHS and 25 years at Lupset Health Centre, sadly <b>Dr Dempsey</b> retired on 31<sup>st</sup> March 2025. Lisa said that <b>Dr Dempsey</b> had been replaced by <b>Dr Apará</b>, aswell as trainee Advanced Nurse Practitioner <b>Emma</b>.</p> <p><b>LR</b> said that the Medical Secretary <b>Julie</b> also retired on 31<sup>st</sup> March 2025, after 20 years of working at Lupset Health Centre. <b>LR</b> explained that <b>Julie's</b> hours had been moved to two staff members, <b>MS</b> and <b>MK</b> who now share the role. Both staff members are Care Navigators in reception, so to replace the hours lost from reception, a new apprentice is being recruited.</p>	
<p>5.2.</p>	<p><u>Management Team updates</u>  <b>LR</b> explained that there had recently been some changes to the management team roles.</p> <p><b>LR</b> said <b>ED</b> has been promoted to Deputy Practice Manager from her previous title of Administration Manager. <b>ED's</b> role will largely stay the same, with the addition of managing clinical rotas.</p> <p><b>LR</b> also explained that <b>JM</b>, the current Office Manager, will remain in the same position but will now be the Reception and Admin staffs' line manager. <b>JM</b> is responsible for the day to day running of the office, she is also the complaints manager.</p> <p><b>LR</b> said that <b>EL</b>, the current Operations Manager, will also stay in the same position but will no longer be responsible for the day to day running of the office. <b>EL</b> is now responsible for managing NHS targets &amp; getting patients in for appointments.</p>	
<p>5.3.</p>	<p><u>Infection Control Audit</u>  <b>LR</b> explained that the surgery had recently had their infection control audit and received an incredible score of 95%. <b>LR</b> said unfortunately, two days before the audit, there was quite a large leak from a toilet which caused some damage to the corridor carpet and some ceiling tiles. This, amongst a few other minor things caused the score to be a bit lower than expected.</p>	
<p>5.4.</p>	<p><u>Premises:</u></p>	

<p>5.5.</p>	<p><b>Cleaning Company:</b>  <b>LR</b> explained that the surgery's previous cleaning company, who had provided their services for the last 20 years, recently gave notice to cease their work with the surgery. Although saddened to see them leave, Lisa was pleased to share that the surgery has now secured a contract with a new cleaning company. This new provider will deliver the same comprehensive cleaning services, with the added benefit of two deep cleans throughout the year.</p> <p><b>Decorating:</b>  <b>LR</b> also explained that the surgery is currently being decorated to refresh the walls. The corridors have all been painted, and the consultation rooms are being done gradually, two rooms at a time.</p> <p><b>LR</b> mentioned that the waiting room had also been painted recently, and during this process, the cobwebs high up in the waiting room were cleaned aswell.</p> <p><b>LR</b> said the carpets in the corridors will be replaced eventually aswell as in room 13 and the interview room.</p> <p><b>LR</b> also mentioned she's noticed some cracks in the floors downstairs so has referred this matter to the surgery's landlords.</p> <p><b>MC</b> asked if the building is rented by the partners. <b>LR</b> confirmed it is.</p> <p><u>Patches</u>  <b>LR</b> mentioned 'Patches' requests and that they're not for urgent appointment. <b>LR</b> explained that it is to be used for routine, non-urgent appointments and admin requests such as prescription requests etc. <b>LR</b> said the Care navigators monitor Patches daily and deal with requests. <b>LR</b> mentioned one incident where a patient should have gone to A&amp;E but instead sent a Patches request in, even though it doesn't tell patients it is not to be used for urgent things. <b>LR</b> explained it is now capped to submit requests before 5pm.</p> <p><b>RB</b> said he believes patients, especially younger patients, prefer speaking with and being seen by specialist providers.</p> <p><b>MB</b> said she worries patients' conditions such as cancer may get missed if care navigators refer patients on to the wrong place. <b>LR</b> said patients would always be referred back to the practice by the external providers if they are not suitable to be seen by them.</p>	
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<p>6.</p>	<p><u>Newsletter</u>  <b>ED</b> passed around the new proposed Spring edition of the practice newsletter. <b>LR</b> asked for everyone to have a look at it and share their thoughts. <b>LR</b> mentioned the newsletter would be shared via SMS, link on the practice website and that there would be some paper copies in reception.</p> <p><b>RB</b> said he liked it and thinks it is a good way to getting people away from looking at their screens. He thought it was colourful but would like a bigger version to read. <b>RB</b> also said the blank back needs filling.</p> <p><b>Katherine</b> suggested having a who's who in the surgery on the back page.</p> <p><b>RB</b> thought there was a lot of writing in the newsletter and thinks the 'training days' section could be moved inside the newsletter.</p> <p><b>KG</b> suggested there could be some information on the front page about making appointments such as the call back service etc.</p> <p><b>MB</b> asked if the call back service still popular. <b>LR</b> confirmed it is very popular.</p> <p><b>KG</b> also suggested including Friends and Family feedback in the newsletter is a good idea. <b>LR</b> explained some Friends and Family feedback was included in the previous newsletter and didn't want the newsletters to all be the same. <b>KG</b> said it would be good idea to put a few reviews in each newsletter.</p> <p><b>MB</b> said the reviews on google about the surgery are not very good and asked if she could help by adding a good review on there. <b>LR</b> said she is going to trial a new initiative to ask patients to fill out reviews on google and has thought about giving out QR codes to patients which link to the good reviews.</p>	
<p>7.</p> <p>7.1.</p>	<p><u>AOB</u>  <b>LR</b> asked if anyone had any other business they wished to discuss.</p> <p><b>MB</b> asked if there were any news about the empty pharmacist area downstairs. <b>LR</b> explained that the Partners have put in a request to the estates, to take over that part of the building for additional room for the practice. The area would not be used for a pharmacy. <b>LR</b> explained it will all depend on costings.</p>	

<p>7.2.</p> <p>7.3.</p> <p>7.4.</p> <p>7.5.</p> <p>7.6.</p>	<p><b>MB</b> mentioned SMS links and said she thinks they're very good.</p> <p><b>LR</b> explained she has just set up a 'gold standard LTC programme'. Part of this programme includes sending SMS links to patients. <b>LR</b> said she will ask <b>EL</b> to attend at next meeting to discuss this, as she is the lead in this programme. <b>LR</b> also said she will have some data by the next meeting to present how the new LTC programme is going. <b>LR</b> mentioned that there is some information about this in the Spring Newsletter.</p> <p><b>RB</b> said he feels the practice is responding to feedback from patients better than ever and making positive changes.</p> <p>New PPG members:  <b>LR</b> said there may have some new PPG members joining for the next meeting. Margaret said she knows someone who would like to join and asked how they can request to join. <b>LR</b> explained they should put their request in a letter to <b>LR</b>. <b>LR</b> mentioned she has a meeting coming up with the ICB due to changes in procedure for applying to join PPG.</p> <p><b>MB</b> asked if <b>LR</b> had any information about the new Diagnostic centre on Ings Road. <b>LR</b> explained the practice hasn't had any information at all regarding it yet. <b>LR</b> said all she is aware of is patients can go there for a blood test if they take their blood request form with them. <b>LR</b> said she only found this out from other Practice Managers within the PCN.</p> <p>There was no other business to discuss so <b>LR</b> thanked everyone for attending.</p>	
<p>8.</p>	<p><b>Next meeting – Thursday 26<sup>th</sup> June at 2pm</b></p>	