



**Tuesday 2<sup>nd</sup> December 2014 1800-1930 hours**  
**IWMP Patient Reference Group Meeting**

**Attendees:**

Rachael Pengelly (RP)	Dr Chris Lachmann (CML)	Pierre Richterich (PR)
Philip Chinque (PC)	Barbara Hartley (BH)	Annika Gilljam (AG)
David Morgan-Rees (D M-R)	Geoff Brown (GB)	

**Absentees:**

Sue Field (SF)	Geoff Cawthra (GC)	James Latta (JL)
Mike Gibbons (MG)	Dr David Cockshoot (DKC)	

**Agenda:**

**1) Apologies for Absence**

RP received apologies from Sue Filed (who wished everyone a happy Christmas and New Year), David Cockshoot & Geoff Cawthra.

**2) Declaration of Interest**

There were no declarations of interest. Barbara Hartley, a new member to the PPG introduced herself and provided a brief summary of her career and experience.

**3) Minutes of Last Meeting on 23<sup>rd</sup> September 2014**

These were agreed as a true and accurate record with no matters arising.

**4) Care.data**

PC raised the issue of Care.data and medical record confidentiality, delivering a presentation about the history of medical records and the implications of Care.data. RP expanded on this and explained the difference between Care.data and Summary Care Records (SCR). Information about Care.data and SCR is available on the practice website as well as on the notice boards within the surgery. The PPG members present stated they would like to opt out of Care.data.

**Action: RP to code dissent from secondary use of GP data and from disclosure of personal data on the medical records of the PPG members.**

**5) PPG DES Update**

RP updated the meeting regarding the 3 priority areas that would form the action plan. They are as follows:

- Re-arranging/sorting patient information in the waiting room.

**Action: D M-R has provided headers for the leaflet holders. RP to re-arrange the information in conjunction with Gill Kingston (Receptionist) and Catherine Chadwick (Administrator) early in the New Year.**

- Health awareness stands or displays periodically throughout the year  
**Action: RP to meeting with BH in January 2015 to look health awareness days and weeks planned for the year and decide which ones we would like to publicise to our patients within the practice and create displays.**
- We originally decided that nursing telephone consultations for level 2 health checks and smoking cessation would be useful however it became apparent that there was a shortage of same day appointments for the Practice Nurse. This was especially important for acute dressings so it was decided that we would change this priority area to urgent appointments instead of health checks and smoking cessation.  
**Action: Following discussions with Margaret Sykes, Practice Nurse, urgent appointment slots have been trialled for the last 2 months and are working well. The practice will continue with this due to its success.**

#### 6) Virtual PPG Update

AG has attended the surgery on a number of occasions to recruit patients for the virtual PPG. Most patients approached agreed to be involved and we now have a list of 24 names. RP thanked AG for all her hard work and asked that the PPG start to think about what we can send to them as an introduction.

#### 7) Care Act 2014

DM-R discussed the Care Act 2014 and what it would mean for primary care.

In summary the Care Act represents the most significant reform of care and support in more than 60 years, putting people in control. For the first time, the Act will put a limit on the amount anyone will have to pay towards the cost of their care. Crucially, the Act delivers key elements of the government's response to the Francis Inquiry into the awful events at Mid Staffordshire hospital, increasing transparency and openness and helping drive up the quality of care across the system.

RP and CML stated that they didn't know currently what the full impact of the Care Act would be on general practice however we were now registered with the CQC and would have an inspection before March 2016 as part of the standards laid out in the Act. The practice is also involved in the new Integrated Care strategy lead by Airedale, Wharfedale and Craven Clinical Commissioning Group and joined up working with mental health, social services and the voluntary sector has already started. RP and CML will update the group as and when information is available but RP suggested that DM-R raised this at a suitable PPG Network meeting for discussion.

#### 8) AOB

The next PPG Network meeting is on the 8<sup>th</sup> January at the Soroptimist Centre in Skipton. DM-R and BH expressed an interest in attend pending existing appointments.

**Action: DM-R and BH to confirm to RP if they can attend.**

Geoff Brown had a meeting with the new Head of Ilkley Grammar School. During his discussions he asked the Head to approach pupils from the school to ascertain if any would be interested in becoming new PPG members. It would be particularly good for students who were considering medicine as a future career.

**Action: RP stated that nobody had been in contact from the school and GB agreed to follow this up with the Head.**

RP stated that the Friends and Family Test (FFT) started on the 1<sup>st</sup> December 2014. Each time a patient attends the surgery for an appointment they will be handed a questionnaire asking the following:

‘How likely are you to recommend our GP practice to friends and family if they need similar care or treatment?’

This questionnaire has a quick tick box response and is to be completed by the patient and posted into the FFT box available in reception. All responses are anonymous and RP will be submitting the findings on a monthly basis to NHS England.

#### **9) Date of next meeting**

Tuesday 3<sup>rd</sup> February 2015 at **17:00** in the Conference Room, Springs Medical Centre. The aim of this meeting is to create a simple action plan for the forthcoming 12 months.

**Rachael Pengelly**

23<sup>rd</sup> December 2014