



Tuesday 3rd February 2015 17:00-18:30 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) | | |

Absentees:

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

Agenda:

1) Apologies for Absence

RP received apologies from Sue Field, David Cockshoot & Geoff Cawthra. In the absence of Geoff Brown, Pierre Richterich agreed to chair the meeting.

2) Declaration of Interest

There were no declarations of interest.

3) Minutes of Last Meeting on 2nd December 2014

These were agreed as a true and accurate record however the following outstanding actions were identified:

Item 6 – BH & AG agreed to draft a welcome letter to send to the virtual PPG. AG has attended the surgery on a number of occasions to recruit patients for the virtual PPG. Due to ill health AG has not been in the practice recently but agreed to continue obtaining new members in the forthcoming weeks.

Item 7 – DMR asked that the following link be added to the minutes:

<https://www.gov.uk/government/publications/care-act-2014-part-1-factsheets>

4) PPG Network Meeting & Dying Well Community Charter – Philip Chinque

PC provided the following feedback after attending the PPG Network meeting on the 8th January:

'Attendance is not all that good but it is worth it to keep an eye on developments and decide what if anything we can do.

Although attention is kindly placed on questions asked, there in fact is a lot we do not know and the odds are that if it is important it will have been in the papers that the health professionals will already have seen.

You may wish to consider if any issues should be agenda items? e.g. Worth keeping contact with CCG and/or next door PPG? Develop a plan for advance care service for local patients? Announce PPG on line facility?'

The main agenda item was the Advanced Care Plan (ACP). Following the meeting PC provided a copy of the email he sent to Dr Livingstone, who is leading on the ACP:

'I was glad to attend the CCG/PPG network meeting on 8 January and to hear about your advance planning proposals. I promised some feedback after trying the draft plan with an elderly friend now 90 years old and waiting for an operation. My thoughts follow.

Regrettably, I was derelict in only scanning rather than studying the guide. But the approach worked and I was able to use it with your booklet to bring out some useful information. [It would have been better if I had been more familiar with the literature!]

I encountered the same problem of misinterpretation twice, once at the meeting and once with my friend. Namely that there is misunderstanding about the meaning of "next of kin" and the belief that the eldest male child has a legal right to determine what is appropriate action for the patient. There is also some fear that families might fall out arising from different perspectives. I think the guidance could clarify that the patient has the right to express his/her own wishes and the job of the next of kin, however determined, is to support those wishes

With regard to the draft booklet, I agreed with my friend to record our discussion in the form of a letter which could be amended as she wishes or endorse it. I will pursue this and see how it works out. As it stands the booklet is very adequate for an individual to complete without special guidance and a personal letter would not work in all cases.

When the Advance Care Plan was discussed at the meeting, I did not agree the proposal that health professionals should be especially employed for the task of helping the patient. Resources would not permit and the task is straight forward. It does seem that with some simple training to ensure all "advisors" use the same song sheet, the service could be offered by PPG volunteers?

I will copy this note to my PPG Chairman and our Practice manager for views on whether this can be discussed at our next meeting. I hope it is helpful.'

PC suggested at the meeting today that the PPG could perhaps support patients when filling in the ACP but it was considered by the rest of the group that rather than assisting with completion the focus should be on publicising it effectively within the practice.

PC also touched on the 5 Year Plan discussed at the PPG Network Meeting. The timescales are very tight and concern was expressed that such large scale re-organisation in such a short time was potentially hugely detrimental to

local NHS services. Helen Farmer from AWC CCG stated that there were 'breakpoints' built in to the timeframe which was somewhat reassuring. It was agreed by all that our PPG cannot get involved.

5) PPG DES Update – Rachael Pengelly

Following consultations with patients, using feedback from the annual patient survey and discussions with PPG members at various meetings, four priority areas were identified to form part of this year's PPG action plan. RP updated the PPG members regarding progress/outcomes:

- Re-arranging/sorting patient information in the waiting room.
The patient information has been sorted into categories with clear headers to assist when signposting patients.
- Health awareness stands or displays in the waiting room throughout the year.
The practice has created 2 displays, one for Wear It Red Day and the other for winter illnesses – both have been a success and the feedback from patients has been positive. The practice will continue to do this throughout the year.
- Following a shortage of same day appointments for the Practice Nurse it was suggested we have urgent slots - this was especially important for acute dressings.
Urgent appointment slots have been trialled for the last 4 months and are working well. The practice will continue with this due to its success.
- We received consistent negative patient feedback about the condition of the waiting room chairs. Many were marked and/or ripped and were not wipeable.
New chairs (which are infection control and CQC compliant) were purchased in Autumn 2014 and have significantly improved the appearance of the waiting room.

All of the above actions will form part of a report that will be publicised within the practice and on the website by 31st March 2015.

6) Practice Newsletter – Rachael Pengelly

RP stated that the practice has started working on a quarterly newsletter and Catherine Chadwick (Administrator) will be in charge of producing it with the help of RP. It was agreed by the PPG that this was an excellent incentive and for the first 12 months the PPG would have a section highlighting who they are and how patients can get involved including the virtual PPG. RP agreed to forward the draft to all PPG members before printing copies. The newsletter will be available in the practice, on the website and emailed to patients on the virtual PPG.

7) Leeds Care Record – Barbara Hartley

BH provided a leaflet detailing the Leeds Care Record (LCR) and how it will create joined-up safer care. The LCR is a new confidential computer record that will over time include a range of health and social care information to help

improve the care a patient receives. CL & RP stated a similar model was already happening in Bradford City, Bradford District and Airedale, Wharfedale & Craven with the use of SystmOne and sharing rights.

8) AOB

RP to continue to send electronic copies of 'Airewaves' to all PPG members. The newsletter has been created by Airedale NHS Foundation Trust and provides useful patient information. Paper copies will also be placed in the waiting room.

D M-R highlighted the Airedale Supports Club and explained how patients can sign up to become involved in supporting Airedale Hospital. RP stated that information and sign up leaflets are available in the waiting room under the header 'Patient Views'.

Ilkley Moor Medical Practice (IMMP) PPG would like to explore how they could work more closely with our PPG. RP has passed on GB's contact details to the Chair of IMMP PPG so a dialogue can commence.

AG has requested that at each future PPG meeting we have a Friends & Family Test update. It was agreed that this would be a standard agenda item going forward and RP would provide the information.

9) Date of next meeting

Tuesday 28th April 2015 at **17:00** in the Conference Room, Springs Medical Centre.

Rachael Pengelly

19th February 2015