



Tuesday 12th January 17:00-18:30 hours
IWMP Patient Reference Group Meeting

Attendees:

Rachael Pengelly (RP)	Dr David Cockshoot (DKC)	Pierre Richterich (PR)
Daniel Field (DF)	David Morgan-Rees (DM-R)	Mike Gibbons (MG)
Kenneth Smith (KS)	Margaret Bawcombe (MB)	Annika Gilljam (AG)

Absentees:

Dr Christian Lachmann (CML) Geoff Brown (GB)

Agenda:

1) Apologies for Absence

RP received apologies from Chris Lachmann and Geoff Brown.

2) Resignations & New Members

Geoff Cawthra, due to health reasons has stepped down from the PPG. The Practice and PPG would like to thank Geoff for his involvement and stated that he would be missed. RP welcomed Marieke Koenhorst and Daniel Field as new members.

3) Declaration of Interest

MG declared that he was a Governor of Bradford Hospitals NHS Trust.

4) Minutes of Last Meeting on 29th September 2015

These were agreed as a true and accurate record. A copy can now be circulated to the virtual PPG.

5) Dementia Friends – Alison Eagle

Alison Eagle delivered a Dementia Friends training session to the group. The aim is to create a social movement specifically targeting dementia. By increasing the understanding of dementia it will inspire others to take action and be inclusive and supportive of those who suffer with the disease. For further information please go to www.dementiafriends.org.uk

6) CQC Inspection Briefing – Rachael Pengelly/David Cockshoot

RP stated that the inspection had gone well. The practice had received an overall rating of 'Good' with some outstanding areas of practice as follows:

- Weekly warfarin drop in clinics run at the practice to ensure local access to services.
- Access to appointments was exceptional with on the day or next day appointments being available to patients as routine
- Emergencies were always accommodated on the same day by effective triaging

- Effective collaboration with the multi-disciplinary team (MDT) and community matron
- Prompt responses to patient need had lowered the A&E admissions rate at the practice

The CQC requested that they speak to members of the PPG during their inspection and RP and DKC thanked GB and BH for giving their time to come in. The results will be published within the practice and on the website. The results will also be published in the quarterly newsletter to patients.

4) Friends & Family Test (FFT) Results

For the last three months the practice has received the following number of responses:

Month	How likely are you to recommend our practice?	
	Extremely Likely	Likely
October 2015 - 6	6	0
November 2015 - 15	14	1
December 2015 - 1	1	0

The results are displayed to patients in the waiting room, on the website and in the practice newsletter. It was also important to note that the free text responses from patients have been very positive.

5) Annual Patient Survey & Action Plan

RP provided a copy of the patient questionnaire results. In total there had been approximately 100 replies and the questionnaire was available in the practice in paper format, electronically on the website and was also sent to the virtual PPG. Overall the feedback was excellent and it was somewhat difficult to identify specific areas for improvement however the following items were agreed for the action plan:

1. To provide a greater number of appointments both in the morning (before 9am) and late afternoon (after 5:30pm) for working patients
2. To increase the number of sessions provided by a female GP

RP stated that the GPs will be changing their working patterns in June which will create capacity for early and late appointments and 2 extra surgeries a week with a female doctor.

6) AOB

Wharfedale General Hospital Cardiac Club – Ken Smith

KS wished to raise the profile of the Wharfedale General Hospital Cardiac Club (WGHCC) as membership was declining. WGHCC would like the group to be better known to local residents. WGHCC is a registered charity and all equipment bought by the club is donated to the NHS and is placed in the physiotherapy room at Wharfedale Hospital for use by the club members. There is a £4.00 donation fee for every session. KS asked for advice on raising the club profile and the PPG members suggested the following:

- Update the club website
- Produce a club poster and have more copies of the club leaflet printed
- IWMP to create a display about the club on receipt of new leaflets/poster
- Contact the Ilkley Gazette and ask them to run an article
- Advertise the club on Ilkley Chat

Community Health Maps – Barbara Hartley

It was agreed by the group to move this agenda point to the next meeting as Barbara Hartley was absent.

7) Date of the Next Meeting

Tuesday 12th April 2016 at 17:00 in the Conference Room, Springs Medical Centre.

Rachael Pengelly

17th February 2016