



**Tuesday 26<sup>th</sup> September 2017 17:00-18:30 hours**  
**IWMP Patient Reference Group Meeting**

**Attendees:**

Geoff Brown (JB) – Chair      Dr David Cockshoot (DKC)      Rachael Pengelly (RP)  
Annika Gilljam (AG)      Margaret Bawcombe (MB)      David Morgan-Rees (DM-R)

**Absentees:**

Dr Chris Lachmann (CML)      Ken Smith (KS)      Daniel Field (DF)  
Pierre Richterich (PR)      Mike Gibbons (MG)

**Agenda:**

**1) Apologies for Absence**

Apologies received from Dr Chris Lachmann, Ken Smith, Daniel Field, Pierre Richterich & Mike Gibbons.

**2) Declaration of Interest**

There were no declarations of interest.

**3) Minutes of Last Meeting on 27<sup>th</sup> June 2017**

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

**4) Managed Repeats & Online Service – Rachael Pengelly**

Members were updated with progress on managed repeats. From the beginning of October pharmacies will no longer be able to order repeat medication on behalf of patients. The policy has been adopted by AWC CCG from Bradford City and Bradford District CCGs who implemented this 12 months previously in June 2016. Since then 162,000 items have not been inappropriately ordered creating a substantial financial saving and in turn making patients more responsible for their own medication ordering and healthcare. All patients are being encouraged to register for online services which will make ordering their prescription much easier. Currently the practice has the highest number of patients registered for online services across AWC and 40% of registered patients use the facilities.

**5) MJOG – Rachael Pengelly**

The practice is trialing a new piece of software called MJOG that allows patients to be more interactive with the surgery. MJOG sends out appointment reminders, general health messages and can capture data such as smoking status. The patient can reply to a message saying yes or no and can accept or decline an offer of care, for example the flu vaccination. It then automatically reads any reply in the patient record. Presently the practice is conducting a one month trial but hopes to roll it out permanently.

## 6) Simon Booth, Social Prescriber – Rachael Pengelly

RP stated that the practice has recruited a Social Prescriber. Simon Booth has a background in the voluntary and community sector and has worked the drugs and alcohol services. His role is to empower patients with the knowledge and skills to help manage their own health and wellbeing to the best of their ability. Patients need to be registered with the practice, be over the age of 18 with multiple chronic diseases and/or any unmet psychosocial needs. Any member of staff at the practice can refer a patient to him or patients can self-refer. Simon will provide 3 x 1 hour appointments with each patient and can visit a patient in their own home.

The members were very interested in the new service and asked if Simon could be invited to the next meeting.

**Action:** RP to invite Simon to the next scheduled PPG meeting.

## 7) AOB

- PPG Network Meeting (Skipton)  
GB stated that patients were expressing their unhappiness at the service provided by local pharmacies. There appears to be little or no stock held and patients regularly have to make more than one trip to the pharmacy to get all their medications. It was noted however that electronic prescribing had been a positive. Claire Kilburn, Senior Pharmacist at AWC CCG was going to raise the issues with West Yorkshire Pharmacy Services.
- RP informed the members of the staffing changes at the practice and the new reception team. GB stated that staff were not always on the front desk and some of the new receptionists were not always friendly. Patient behaviour was also discussed and the general consensus from the group was very positive and there was a lot of support for all the staff new and old. DM-R suggested they create a sheet to hand out to patients entitled 'Ten ways to get the best out of your GP surgery' based on an article in Which magazine. DM-R offered to draft this and AG stated she would help by proof reading and finding the original article.

**Action:** RP to raise this with Catherine Chadwick, Reception Manager to ensure these issues are resolved.

**Action:** DM-R and AG to produce a draft document to hand out to patients and forward to RP.

- MB stated that Addingham Medical Practice puts on health events at the surgery and asking if this was something Ilkley & Wharfedale could do. RP explained that they were arranged by Addingham's PPG but Ilkley & Wharfedale would definitely support members if this was something they wished to do.

## 9) Date of Next Meeting

The date of the next meeting is Tuesday 23<sup>rd</sup> January 2018 at 5:00pm and will be held in the Conference Room at Springs Medical Centre.

**Rachael Pengelly**  
**15<sup>th</sup> December 2017**