



**Tuesday 27<sup>th</sup> June 2017 17:00-18:30 hours**  
**IWMP Patient Reference Group Meeting**

**Attendees:**

Pierre Richterich (PR) – Acting Chair  
Daniel Field (DF)  
David Morgan-Rees (DM-R)

Dr Chris Lachmann (CML)  
Margaret Bawcombe (MB)  
Annika Gilljam (AG)

Rachael Pengelly (RP)  
Ken Smith (KS)

**Absentees:**

Dr David Cockshoot (DKC)

**Agenda:**

**1) Apologies for Absence**

Apologies received from Dr David Cockshoot.

**2) Declaration of Interest**

There were no declarations of interest.

**3) Minutes of Last Meeting on 10<sup>th</sup> October 2016**

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

**4) Practice Learning Time (PLT) – David Morgan-Rees**

RP explained the format of PLT to the group. The practice closes one afternoon a month. The date is set by Airedale Wharfedale & Craven Clinical Commissioning Group (AWC CCG) but is always a Wednesday or a Thursday and full out of hours cover is in place. The practice uses this time as an opportunity to cover mandatory training and conduct team meetings which would be impossible without this protected time. The scheduled training for this year covers:

- Information Governance
- Chaperoning Patients
- Resuscitation (CPR)
- Confidentiality
- Improving the Patient Experience
- Read Coding
- Screening and Immunisation
- Safeguarding
- Infection Control

**5) General Practice in to the Future/ Appointments & Booking System – Dr Chris Lachmann**

As part of the sustainability and transformation programme there has been a push for practices to merge and form 'super practices'. Funding continues to be reduced and across Bradford, Airedale, Craven and Wharfedale many

practices are struggling under the pressure. IWMP does not propose a merger with any neighbouring practice however demand is growing and the list size is increasing. Fortunately IWMP has two trainees to support the permanent GPs at the practice but staff are being encouraged to be more 'defensive' of GP time and to ensure they are booking appointments appropriately. CML stated that it was about finding a balance.

A discussion ensued about appointments and patients are being actively encouraged to register for online services. The practice has also changed the way it delivers telephone consultations and the GP now calls the patient instead of the patient calling the practice. All urgent appointments are also released in the morning on a strict rotational basis so patients don't have to call back in the afternoon. The feedback as a result of these changes has been very positive.

**6) Evergreen; online services alternative provider – Rachael Pengelly**

As the practice has a high ratio of patients registered for online services NHS England has approached RP to trial the software Evergreen which is an alternative provider to SystmOnline. RP has had lengthy discussions with Dr Brian Fisher, Clinical Director of Evergreen and needs volunteers to test the software. It was suggested that PPG members were potentially a good cohort of patients to approach. Daniel Field and Pierre Richterich have volunteered and there is also a suggestion that Geoff Brown may wish to participate.

**Action:** RP to activate online access with Evergreen and volunteers and it was agreed to trial the software for 6 weeks.

**7) Prevention of Pharmacy Repeat Ordering – Rachael Pengelly**

From the end of September 2017 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. RP stated that there would be a lead up to this and patients would be informed through the website, in the waiting room and slips attached to prescriptions. All patients are being encouraged to register for online services which will make ordering their prescription much easier.

**8) AOB**

- PR asked if there could be a photograph board due to the numbers of new starters in Reception. RP stated that there is a lack of space in the waiting room however all staff should be wearing name badges.

**Action:** RP to speak to the Reception Manager and remind all staff to ensure they are wearing their name badges.

- The effectiveness of a 'Health Day' was discussed and whether it would be a useful means of communicating key health messages. The overall

consensus was that it would only be patients attending who are interested and not the hard to reach groups. Given the pressures on primary care this may not be the best or most effective way of using staff time.

**9) Date of Next Meeting**

The date of the next meeting is Tuesday 26<sup>th</sup> September at 5:00pm. It will held in the Conference Room at Springs Medical Centre.

**Rachael Pengelly**  
**9<sup>th</sup> July 2017**