



**Tuesday 28<sup>th</sup> April 2015 17:00-18:30 hours**  
**IWMP Patient Reference Group Meeting**

**Attendees:**

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

**Absentees:**

Dr David Cockshoot (DKC)      Sue Field (SF)

**Agenda:**

**1) Apologies for Absence**

RP received apologies from David Cockshoot and Sue Field. Sue would like to retire from the group as she is struggling to attend due to work commitments however she has asked that she be included in the virtual PPG group as she was very happy to continue contributing in this way. RP confirmed that this has now been actioned.

**2) Declaration of Interest**

There were no declarations of interest.

**3) Minutes of Last Meeting on 2<sup>nd</sup> December 2014**

These were agreed as a true and accurate record and Phillip Chinque’s comments were noted by the group.

**4) Friends & Family Test (FFT) Results**

The FFT has now been up and running for four months. The practice has received the following number of responses:

Month	How likely are you to recommend our practice?	
	Extremely Likely	Likely
January 2015 - 46	46	6
February 2015 - 10	9	1
March 2015 - 10	9	1

PR asked how the FFT was distributed and RP stated that the clinician should hand it to the patient following a consultation. The form can then be filled in as they leave and posted anonymously in the FFT box placed in Reception.

**Action: RP will continue to collate the responses for NHS England but will share with the PPG and also display the results in the practice and on the website.**

## 5) PPG Action Plan for the Next 12 Months

RP explained that patient participation is now part of the practice core contract. The practice would like to continue to seek patient feedback through a variety of ways to identify improvements that may be made in the delivery of services. The PPG suggested we use the following methods to obtain comments and feedback from our patients:

- FFT
- Practice survey
- Newsletter
- Virtual PPG

**Action: RP to work on this to identify areas of improvement. When ideas have been collated they will be brought to the PPG meeting for discussion and formulation of an action plan.**

RP also stated that the funding for SMS messaging to patients was due to end in September and would come at a cost to the practice. SMS messaging allows the practice to inform patients when an appointment has been booked, send out reminders, key messages and blood test results. GPs can even contact patients directly on an ad hoc basis using this method. As a practice we consider it hugely beneficial to the running of the service but would like to know if our patients think the same. BH suggested we contact our virtual PPG for their feedback.

**Action: RP to email and ask when cascading the minutes from this meeting.**

## 6) AOB

### Ilkley Grammar School Students

GB stated that he had not had a response from the head teacher of the Grammar School following his request for pupils registered at our practice to consider joining our PPG.

**Action: It was agreed that GB would follow this up again with the head in the new academic year (September 2015). In the interim it was suggested that the GPs approach suitable patients when they attend the practice for an appointment.**

### Contact with IMMP PPG

Ilkley Moor Medical Practice (IMMP) PPG stated that they would like to explore how they could work more closely with our PPG. GB has now had a meeting with the IMMP PPG Chair and they would like us to join forces on certain projects. It was agreed that they would provide a list of projects they had planned for the next 12 months with our group and we could then look at how we could potentially take this forward.

### Support for Patients with Mental Health

GB raised the issue of support for people with a mental health illness. He explained about the Wellness Recovery Action Plan (WRAP) run by Janet Ward and how this would benefit patients in primary care. It was unsure how this

program was hosted or funded but AG stated she would be happy to contact Janet to find out.

**Action: RP to scan the WRAP leaflet and email it to AG so she can make contact with Janet Ward.**

It was agreed that there was a general lack of information regarding the voluntary sector and what services and support groups were available to patients. CML and RP explained the role of Craig Watson, Health Navigator and the group thought it would be very useful to invite him to the next meeting.

**Action: RP to speak to Craig Watson and ascertain if he can come to the next scheduled PPG meeting.**

#### Newsletter

The PPG would like to pass their compliments and thanks to Catherine Chadwick for the new practice newsletter. RP asked if there is anything they would like including in the next issue and the group listed the following:

- An explanation of how the virtual PPG works
- A request for under 16's to join the face to face PPG
- A note regarding the length appointments with both the GP Registrar and FY2

#### Care Act

DM-R asked that we prioritise the Care Act 2014 as soon as the practice receives more information.

**Action: RP agreed to cascade documents and updates as and when they are received.**

#### Car Parking at Airedale NHS Foundation Trust

DMR highlighted the significant changes to the parking at Airedale Hospital based on feedback from patients and visitors.

The hospital plans to separate patient/visitor parking from staff parking in the West Car Park. Staff will be encouraged to use the temporary car park at the back of the site where there are always 40+ spaces available. Barrier controls are to be introduced to enforce these changes and it will also measure how long people park for. In addition all spaces outside the outpatients entrance will become disabled parking. They also plan to improve public transport to the site by working with Transdev.

DM-R said we should monitor how the improvements progress so should there be any problems we can warn patients travelling to Airedale.

#### Pulmonary Rehabilitation Sessions

DM-R stated that the pulmonary rehabilitation sessions were excellent and would like to remind our Practice Nurses signpost suitable patients to the program.

**Action: RP to speak to Margaret Sykes & Charline Dobson to ensure they continue to raise the profile of the sessions with patients.**

#### Virtual PPG

Now the virtual PPG is up and running it was agreed they should be sent the minutes from the face to face PPG meetings.

BH requested that when we email the minutes we also ask the following:

- Do they find email and SMS contact from the practice helpful?
- Do they have any family members or friends registered at the practice who would like to join or PPG?

**Action: RP to email the PPG with the minutes of the meeting (when they have been agreed as an accurate record) and ask the questions detailed above.**

#### New PPG Members

AG asked that we contact the 2 virtual PPG members on the waiting list to join the face to face PPG following the resignation of 2 existing members.

**Action: AG to forward the emails to RP who will call the patients directly and invite them to attend the next meeting.**

#### **7) Date of the Next Meeting**

Tuesday 7<sup>th</sup> July 2015 at **17:00** in the Conference Room, Springs Medical Centre.

**Rachael Pengelly**

19<sup>th</sup> June 2015