



Monday 26th September 13:30-14:30 hours
IWMP Patient Reference Group Meeting

Attendees:

Geoff Brown (GB) - Chair	Rachael Pengelly (RP)	Dr Chris Lachmann (CML)
Helen Whitham (HW)	Annika Gilljam (AG)	Sue Field (SF)
Neil Scarlett (NS)	Ian (Edward) Shepherd (IS)	Jan Helbert (JH)

Absentees:

Dr David Cockshoot (DKC) Alan Miles (AM)

Agenda:

1) Apologies for Absence

Apologies received from Dr David Cockshoot and Alan Miles.

2) Introductions

The Chairman welcomed Neil Scarlett and Jan Helbert to the meeting. Sue Field returned after taking a break from membership.

3) Declaration of Interest

There were no declarations of interest.

4) Minutes of the Meeting on the 9th December 2019 and any matters arising

As it has been a significant length of time since the last meeting due to COVID the minutes were used as a reference point only for members.

5) Presentation from Sam Loft, Adult Social Prescriber

Sam provided a short presentation detailing the support she can provide to patients and shared her information leaflet and social prescribing directory which lists all the voluntary and community organisations available within Ilkley. The issue of the elderly heating their homes was discussed and RP explained Sam would be doing a piece of work with Peter Chadwick, our social media lead, promoting support available and links to a useful booklet.

6) COVID/Influenza Vaccine Clinics - GB

GB asked how the practice was progressing with the vaccine programme. RP stated that deliveries of flu & COVID vaccines start on 3rd October and the first Saturday clinic was 8th October. To ensure we could dual vaccinate patients the practice was working hard to secure the supply of COVID vaccines and were confident that enough supplies could be acquired.

7) Lloyds Pharmacy Prescription Service - GB

GB stated that the services at Lloyds Pharmacy was poor and items were often out of stock. This resulted in multiple trips to the pharmacy. CML explained that Lloyds was a stand-alone business so we had little influence. There are lots of drug supply issues nationally which are impacting on all pharmacies and in

addition to this Lloyds have struggled with staffing. Their regional manager informed RP that unfortunately Ilkley doesn't have a good reputation due to patients who can be very demanding. This has resulted in a high turnover of staff and constant training for new starters. They are however working hard to address this.

8) Update on the Service Provided by the Practice (post COVID) - GB

CML stated that it had been a challenge. The practice operated under the protocols put in place by NHS England throughout the pandemic which included stopping face to face appointments and requesting where possible for patients to submit eConsults. Many patients have sat on symptoms and were now presenting quite unwell. CML said that the last 12 months had been the most challenging period since he qualified as a GP due to patients being unhappy and a huge backlog of work to clear but gradually the practice was returning to pre pandemic activity.

9) Practice Nurse Update - GB

RP stated that the practice had recruited a new nurse, Samantha Whittaker who started on 7th September. Tabs Khan, Healthcare Assistant had now worked at the practice for nearly 12 months and Jane Inman who is also a fully qualified Practice Nurse and worked 2 days a week.

10) Appointment System - AM

It was agreed that we would leave this until the next meeting to discuss as AM was away.

11) Telephone System - AM

It was agreed that we would leave this until the next meeting to discuss as AM was away.

12) AOB

- Minute Taking

CML & RP requested the responsibility of the minute taking be allocated on a rotational basis. As RP and CML are quite involved in the meetings it proves challenging to speak and record accurate minutes. SF has agreed to take them at the next meeting and NS, the meeting after.

- Date of Next Meeting

Monday 14th November and the PPG would like to invite Jo Ingham & Debbie Skowronski from Bradford Talking Media.

Rachael Pengelly
31st October 2022