



20th February 2023 12:30-13:45
IWMP Patient Reference Group Meeting

Attendees:

Alan Miles (AM) – Chairing
Helen Whitman (HW)
Neil Scarlett (NS)
Clive Loughlin (CL)

Rachael Pengelly (RP)
Annika Gilljam (AG)
Ian (Edward) Shepherd (IS)

Dr Chris Lachman (CML)
Sue Field (SF)
Jan Helbert (JH)

Absentees:

Dr David Cockshoot (DC)

Geoff Brown (GB)

Marieke Koenhorst (MK)

Agenda:

1) Apologies for Absence

Apologies were received from Dr David Cockshoot, Geoff Brown and Marieke Koenhorst.

Note: Alan Miles Chaired the meeting in Geoff Browns absence and the meeting expressed its best wishes for Geoff's speedy recovery.

2) Introductions

Clive Loughlin (CL) was introduced as a new member and welcomed to the Group.

3) Declaration of Interest

There were no such declarations.

4) Minutes of meeting 14 November 2022 and matters arising.

The minutes were accepted as a true record of the meeting except for attendees and apologies where there were a couple of errors.

ACTION: SF to correct minutes.

There were two matters arising.

Property Matters

It was reported that there had been no re-occurrence of the flooding outside the property however there are several expensive issues internally (lift/door system) with the structure that required significant investment to repair. The lease being a Full Repairing lease this cash needs to be found from the budgets of the practice and Ilkley Moor. The Practice does receive income to undertake maintenance, but it is insufficient to cover major repair items. Also, due to expansion of Patient Lists and

increased scope of services offered the building is now too small to accommodate the practices.

The Landlord and both Practices are in early discussions regarding a potential significant refurbishment and extension of the property requiring a potentially new 25-year lease.

Patient Records

RP provided an update on Patient Records. IWMP opted out of the requirement to automatically provide all patients with access to their records as they viewed this a quite a high-risk activity. Instead, patients can request access to their records and a clinician reviews all requests before access is granted. No request has been declined to date.

ACTION: RP agreed to investigate if it was possible for patients to have partial access to records so they could receive test results online without having to trouble the staff at the practice.

5) Did Not Attend Policy (DNA)

RP reported that the Patient List had grown significantly and with that there has been a significant increase in the number of patients missing appointments with a small group of 'repeat offenders' that consume valuable time resource in a system that is already under pressure. IWMP do not currently operate a DNA Policy but intends to implement one.

RP tabled the proposed letters that represent a system that escalates such that in extreme cases a repeat offender could eventually be removed from the practice list. The system would be triggered by a patient missing 2 appointments in 3 months. The patient would then be contacted via mail bringing the issue to their attention but also giving any patient who is struggling for any reason the opportunity to reach out to the practice.

Any subsequent missed appointment would then trigger a second letter which takes the form of a written warning that any repetition of the missed appointment issue in the next 3 months would lead to removal from the practice list.

In the event of this happening the Patient would receive notification of their removal from the list.

All warning letters are valid for a period of 6 months.

The Group discussed this policy at length. There was some concern that some patient with mental health issues or dementia may not respond to the letters and end up being removed from the list. CL advised that removal is very much a last resort and IWMP would seek to engage with the patients. CML confirmed that even after the formal letter advising of removal to the list has been issued that a patient with genuine reasons could be returned to the list should there be a sound reason.

The first letter informs the patient that if there are specific problems that prevent them from informing the practice that they cannot attend then they should contact the surgery to discuss, and the surgery would then try to assist.

The PPG was keen to see this opportunity being extended to patients at the time of the second letter.

The PPG accepted that the DNA Policy was needed and support the practice in implementing the system described with the addition of the paragraph offering support in the second letter.

ACTION: RP to modify letters as agreed.

6) AOB

There were 3 items of AOB all submitted by Clive Loughlin.

Opticians Referrals

CL provided two specific case studies where due to a combination of miscommunication and pressure at the Secondary Care level patients had experienced severe delay in receiving surgery. In both cases the initial referral from the Opticians (Boots in one case Specsavers in the other) had been to IWMP for onward referral to Secondary Care (BMI).

CML described the current ambiguity in the system where some Opticians refer direct to Secondary Care whereas others send letters to the GP Practice who are then expected to refer. This can cause confusion.

RP stated that IWMP couldn't respond to the specific cases stated at the meeting due to not being aware in advance. CML did state that NHS England has now made it policy that Opticians should refer to Secondary Care directly and the GP Practice is only to be copied in for updating records but is no longer responsible for referring to Ophthalmology.

Appointments

CL raised the issue of a patient having issues with System Online Appointment Booking specifically related to telephone appointments with the Pharmacist Hamzah Farooq. In the case reported the patient attended in person for what was a telephone appointment at 0830am and didn't get a call until 1030 in any case. Other members of the PPG confirmed that there had been some issues and confusion with telephone appointments for the pharmacist. The Booking Confirmation in System Online was particularly ambiguous for the Pharmacist telephone appointments which seem to be significantly different to other telephone bookings.

RP observed that this wasn't something that the practice was aware of and they would look into the matter. In the meantime, CML also advised the PPG that the normal procedure was for no specific time to be issued for Pharmacist reviews and some of the issue could be with reception giving patients the incorrect information.

Note for PPG. System Online is an externally provided platform and the NHS pays a license fee for the use of this system. Opportunity to bespoke the booking system is not available and some of the current ways of workings are 'work arounds' of an inflexible system which is in the main fit for purpose.

ACTIONS: RP to follow up on the appointment system and review.
CML to discuss options to improve communications with patients with the Pharmacist.

Complaints and Suggestions

CL suggested that the current form be available for download via the website. The PPG felt that this was a good idea although it might be better if there were separate forms with one for complaints and another for suggestions.

ACTION: RP to put link to forms on the web site.

Next meeting: 15th May 2023 12:30 Sue Field (SF) agreed to take the minutes

**Minutes taken by Neil Scarlett
20/02/2023**