



Monday 5th February 2018 17:00-18:30 hours
IWMP Patient Reference Group Meeting

Attendees:

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| Geoff Brown (JB) – Chair | Dr Chris Lachmann (CML) | Rachael Pengelly (RP) |
| Annika Gilljam (AG) | Margaret Bawcombe (MB) | David Morgan-Rees (DM-R) |
| Ken Smith (KS) | Pierre Richterich (PR) | Marieke Koenhorst (MK) |

Absentees:

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| Dr David Cockshoot (DKC) | Mike Gibbons (MG) | Daniel Field (DF) |
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Agenda:

1) Apologies for Absence

Apologies received from Dr David Cockshoot, Mike Gibbons & Daniel Field.

2) Geoff Cawthra

The PPG expressed their sadness at the death of Geoff Cawthra (patient and former PPG member) and would like to express their thanks for the involvement Geoff had with the group. He will be very much missed. PR stated he would be very happy to represent the practice at Geoff's funeral. RP expressed her thanks and appreciation to PR.

3) Declaration of Interest

There were no declarations of interest.

4) Minutes of Last Meeting on 26th September 2017 & Actions

The minutes were agreed as a true and accurate record.

- RP has discussed with Catherine Chadwick (Reception Manager) the need to ensure the front desk is staffed at all times and that all the Receptionists must wear their name badges.
- Simon Booth has been invited to the meeting to discuss social prescribing and DM-R has been added to the agenda to discuss the ten point handout document.

5) Social Prescribing – Simon Booth (SB)

SB explained the purpose of Social Prescribing and 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. Simon helps identify strengths, prioritise the needs of a patient and help make plans for sustainable change. Some of the areas a Social Prescriber can help patients with are housing support, accessing benefits, signposting to local services/groups and supporting patients through difficult life changing events such as bereavement. 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 PPG agreed it was an excellent service and RP stated that a display had been placed in the waiting room advertising the Social Prescribing role. Details have also been added to the practice newsletter.

5) Ten Points Handout – David Morgan-Rees

The draft handout was discussed and the following amendments/additions were identified:

- It was felt an introduction would be beneficial stating who had produced the handout and why.
- The wording of point 1 and 2 needed revisiting. It was considered that a receptionist 'deciding' if an appointment was needed or not was unsuitable as was the over encouragement of patients looking up their symptoms on the internet.
- To add self-care as a point at the end and where to signpost patients.

DM-R is to revisit the document with AJ and make the amendments before sending it to RP for circulation to the wider PPG members. Once signed off it was agreed the handout should be made available on the front desk, included in the new patient registration packs, placed on the website and advertised in 'poster' format in the waiting room.

6) Patient Survey 2018 – Rachael Pengelly

RP provided a copy of the 2016 survey for discussion. It was felt that the questions were still appropriate and the only amendment should be question 10d with the addition of the physiotherapy and social prescribing services. When the survey is ready to be circulated it was suggested to text and email patients to raise awareness, prompt patients when booking in, hand copies out in the waiting room and have it in electronic format so patients can complete it on line

Action: RP to update the survey and contact Survey Monkey to create an electronic version.

7) AOB

RP informed the group of the new Practice Nurse, Sarah Ronan, who started in post in January 2018. Sarah comes with a wealth of experience and is a very welcome addition to the team. Sarah will be working 20 hours a week, Wednesday to Friday.

9) Date of Next Meeting

As the meeting can no longer be held on a Tuesday due to room availability, GB agreed (as Chair) to provide the Monday's he can meet in April/May and RP to then circulate a suitable date to all PPG members.

Rachael Pengelly
19th February 2018