



**Tuesday 7<sup>th</sup> July 2015 17:00-18:30 hours**  
**IWMP Patient Reference Group Meeting**

**Attendees:**

|                           |                          |                        |
|---------------------------|--------------------------|------------------------|
| Rachael Pengelly (RP)     | Dr David Cockshoot (DKC) | Pierre Richterich (PR) |
| Geoff Brown (GB)          | Barbara Hartley (BH)     | Annika Gilljam (AG)    |
| David Morgan-Rees (D M-R) | Kenneth Smith (KS)       | Margaret Bawcombe (MB) |

**Apologies:**

Dr Christian Lachmann (CML)

**Agenda:**

**1) Apologies for Absence**

RP received apologies from Christian Lachmann.

**2) Declaration of Interest**

There were no declarations of interest.

**3) Craig Watson, Health Navigator, Keighley & Ilkley Voluntary and Community Action (KIVCA)**

Craig's role is support the twelve Airedale and Wharfedale practices by navigating patients in need (as identified by their GP) to the appropriate voluntary and community organisation. Craig is also involved in the practice multidisciplinary team (MDT) meetings held once a month where the top 2% of patients who are deemed in need of support are discussed with wider professional teams. The meetings involve Social Services, Community Matrons, District Nurses, Mental Health and the voluntary and community sector. Craig concentrates on the social needs of a patient and in addition to this provides support for carers and families.

Craig also works with the Community Mental Health Team, Community Matrons and District Nurses. He stated that one of the biggest problems is isolation but in Ilkley we have a good service provision with the Good Neighbours Scheme.

Craig has received 94 referrals from GP practices over the last 12 months. The hope is that by providing not only medical but social support it will prevent a patient from attending A&E or being an unscheduled admission at hospital which is very expensive and not always necessary.

Craig's post is fixed term role funded by Airedale Wharfedale & Craven Clinical Commissioning Group (AWCCCG). It was initially for 12 months but AWCCCG has extended the post 3 times for 3 month blocks. It is uncertain if funding will continue however he provided examples of good practice and the PPG members praised his work and thought it was an excellent service for patients.

Craig is also working with First Response (a 24 hour helpline for people in mental health crisis) and is involved in looking at a new falls pathway in Airedale.

#### 4) Minutes of Last Meeting on 28<sup>th</sup> April 2015 and Outstanding Matters

These were agreed as a true and accurate record.

##### **Outstanding Matters:**

1. Wellness Recovery Action Plan (WRAP)

AG has been in contact with Janet Ward who runs WRAP. Janet is happy to come in and talk to the PPG however the cost of a course to the practice would be £4000 for 12 patients. Unfortunately the practice would be unable to fund this however Craig Watson stated that there is a Wellness Recovery Group that is similar to WRAP. It's free and can be accessed through Champions Show the Way.

2. Care Act 2014

DM-R stated that he had read the summary document outlining progress to date. He felt as though there was no understanding about the inter-relationship between health and social care and found it somewhat inadequate and depressing.

**Action: RP to continue to circulate updates as and when they are received.**

3. Parking at Airedale NHS Foundation Trust

The car parking changes at Airedale Hospital will be complete by April 2016 and DM-R has been informed that it will be widely publicised. In addition to this the Health Education Centre is no longer situated in outpatients but has been moved to an area over the main entrance of the hospital. Helen Roberts is the Health Information Specialist based there and the centre is an excellent source of information for patients. Helen can be reached by email - [helene.roberts@anhst.nhs.uk](mailto:helene.roberts@anhst.nhs.uk) or on the telephone - 01535 294413.

#### 5) Friends & Family Test (FFT) Results

For the last quarter the practice has received the following number of responses:

| Month           | How likely are you to recommend our practice? |        |
|-----------------|---|--------|
|                 | Extremely Likely                              | Likely |
| April 2015 - 10 | 10  | 0      |
| May 2015 - 9    | 7   | 2      |
| June 2015 - 2   | 2   | 0      |

The results are now displayed to patients in the waiting room, on the website and in the practice newsletter. The free text responses from patients have been hugely positive and some have also been included in the latest issue of the newsletter.

#### 6) Walking for Health – Dr Caroline Rayment, Grange Park Surgery

Dr Caroline Rayment from Grange Park Medical Practice is obesity lead for the CCG. They are looking at ways to improve exercise with regards to obesity and general well being. Dr Rayment would like to get a walking group set up at

every surgery within the CCG and has asked if there is an existing walking group attached to the surgery. If not is something we can set up with minimal effort. The members considered that another walking group wasn't needed as there were approximately twelve already 12 running in Ilkley such as Evergreen and Champions Show the Way. They are aware however that numbers are dwindling so it was agreed to advertise the walking groups in the next practice newsletter.

**Action: RP to contact KS for details about Evergreen.**

## 7) AOB

### 1. Electronic Prescribing Service (EPS)

The practice has now implemented EPS and went live on the 17<sup>th</sup> June. Patients can now have their prescription sent electronically to their nominated pharmacy. This means that the script doesn't need to be collected from the practice and the patient can go directly to the pharmacy for their medication. The GPs no longer have to physically sign each script and the practice can track where a prescription is so there are fewer lost scripts. RP encouraged all PPG members to sign up for the service.

### 2. Seven Day Opening

PR raised the government drive for GP practice 7 day opening. DKC explained that there would have to be a cash investment into primary care to do this, there were not enough GPs and other support services, such as pathology would also have to be open.

### 3. PPG Network Meeting

GB stated that there would be no attendance from the PPG at the next network meeting in Skipton due to member commitments.

**Action: RP to circulate any minutes received.**

## 8) Date of the Next Meeting

Tuesday 15<sup>th</sup> September 2015 at **17:00** in the Conference Room, Springs Medical Centre. Apologies for this meeting have been sent from PR.

**Rachael Pengelly**

10<sup>th</sup> July 2015