



Tuesday 8th July 2014 1800-1930 hours
IWMP Patient Reference Group Meeting

Attendees:

Rachael Pengelly (RP)	Dr David Cockshoot (DC)	Pierre Richterich (PR)
Philip Chinque (PC)	Geoff Cawthra (GC)	Annika Gilljam (AG)
David Morgan-Rees (D M-R)	Jane Newbold (JN)	Geoff Brown (GB)

Absentees:

Mike Gibbons (MG)	Sue Field (SF)	Dr Chris Lachmann (CL)
James Latta (JL)	Sophie Latta (SL)	Marion Callender (MC)
Alison Eagle (AE)		

Agenda:

1) Apologies for Absence

RP received apologies from Sue Field, Marion Callender, Chris Lachmann and Sophie Latta.

2) Declaration of Interest

There were no declarations of interest.

3) Minutes of Last Meeting on 25th March 2014

These were agreed as a true and accurate record with no matters arising.

4) Resignation of PPG Members

RP informed the group she had received resignations from Alison Eagle, Marion Callender and Sophie Latta. All had personal reasons for leaving and they wished the future of the PPG well. Thanks were noted to all the members leaving but in particular Sophie who had taken the minutes of the meeting. The replacement of these members was then discussed under agenda item 8.

Action: RP to email Sophie and express thanks from the group for her input and to wish her well with her medical career.

5) Position of Chair

Due to MGs commitments as Lord Mayor of Bradford it was agreed that Rachael would email him to ascertain if he was happy to step down as the Chair of the PPG. Pierre has nominated Geoff Brown as a replacement and Philip Chinque stated he would second the nomination. It was agreed that that Geoff would be the new Chair pending the response from Mike. **Action: RP to email MG re: position of Chair.**

6) New Practice Patient Information Booklet

DM-R stated the new practice booklet was excellent (and this was supported by

the rest of the group) however at re-print he has asked that a section be added on equality and diversity. PC and GC stated they didn't agree with this, that the practice already complied with equality and diversity and that the document was large enough in its current format. AG supported DM-R and said that she considered it important. RP stated that 2000 had been printed however a note would be made about equality and diversity and at the point of re-print this could be discussed again by the group.

7) NHS Choices

RP explained to the group about NHS Choices and how the website is a forum for providing feedback to the practice about the services it provides. It also displays the achievements of the practice with regards to Quality of Outcomes (QoF) and benchmarks the practice with others in the area. **RP stated that comments added by the members of the group would be very much welcomed.** The link to the website is www.nhs.uk/service-search. Once logged on a search can be made for Ilkley & Wharfedale Medical Practice and this is where comments can be added.

8) PPG Direct Enhanced Service

A copy of the PPG DES had been sent by RP prior to the meeting to allow members time to read the document. This financial year (April 2014 to March 2015) the practice needs even greater support and involvement from the PPG to achieve the targets set out in the specification. The initial step is to ensure the PPG has members who represent as best as possible the patients registered at the practice. RP also highlighted the need to create a virtual PPG (a list of patients who are happy to be emailed to seek their thoughts and feedback about the practice). The group discussed a variety of ways to do this which are detailed in the actions below.

RP stated that the group and practice needs to identify 3 priority areas to work on and DM-R highlighted the need to organise the patient information in the waiting room. It was considered that new and/or important leaflets (e.g. Choose Well) should be highlighted as such. It was also mentioned that sorting leaflets into themes and/or chronic diseases would also be helpful. RP stated that this could be one of the priority areas and could form part of the action plan later in the year and would welcome support from PPG members to help complete this.

Actions as at 08.07.14:

- **GB to approach the Head at Ilkley Grammar and ask if any students are interested in joining the PPG (however they must be patients of the surgery).**
- **AJ to sit in the waiting room and inform patients about the existence of the PPG and to see if they would like to join the in house meeting or be part of a virtual PPG.**
- **PR to approach the Ilkley Gazette and see if an article can be printed about the PPG and recruiting new members.**
- **RP & DC to investigate setting up an IWMP Facebook page.**
- **RP, DC & CL to identify a further 2 priority areas for discussion at the next PPG meeting.**

Gold Standard Framework (GSF) Lecture

DM-R provided an update on a GSF lecture he attended at Airedale Hospital. He stated it was excellent and had been well worth attending. He reported that Airedale, Bradford & Wharfedale excel in end of life care (EoL) and are very advanced at sharing information between all parties involved in EoL care. The group discussed the merits of organising an open meeting at the practice on this subject. DM-R also discussed Wendy Laycock, GSF EoL Facilitator and asked that we invite her to the next PPG meeting. It was agreed that the group would wait until they had spoken to Wendy to decide if they would go ahead with an open meeting. **Action: RP to invite Wendy Laycock to the meeting on 23rd September.**

9) AOB

- GB will attend the next PPG Network meeting in Skipton and Wendy Laycock is on the agenda to speak about the work she is doing.
- PR stated that the new system for booking appointments and ordering prescriptions on line was excellent and worked well despite initial teething problems. AG agreed and stated that she had used the online appointment booking and it was very user friendly.
- DC & RP provided an update on the repairs to the cracks in the floor of Springs Medical Centre. Following a survey from a structural engineer 2 high traffic test areas were identified for 'test' repair. These were subsequently done and the materials used worked well. The surveyor has now carried out a full assessment of the building and a rolling programme will commence to repair all the cracks and lay new floor covering where necessary. The work will take place over weekends to cause the minimum amount of disruption.
- DM-R provided a copy of the Airewaves GP Update and stated it was an excellent publication. RP said that a few copies were provided to the practice and were usually taken by patients so it is obviously of interest. **DM-R agreed to speak to the person who distributes the publication and ask if we can have a copy sent electronically.**

10) Date of next meeting

Tuesday 23rd September 2014 at 18:00 in the Conference Room, Springs Medical Centre.

Rachael Pengelly

16th July 2014