



Tuesday 12th April 2016 17:00-18:30 hours
IWMP Patient Reference Group Meeting

Attendees:

Rachael Pengelly (RP)	Dr David Cockshoot (DKC)	Pierre Richterich (PR)
Daniel Field (DF)	Geoff Brown (GB)	Mike Gibbons (MG)
Kenneth Smith (KS)	Margaret Bawcombe (MB)	Annika Gilljam (AG)

Absentees:

Dr Christian Lachmann (CML) David Morgan-Rees (DM-R)

Agenda:

1) Apologies for Absence

RP received apologies from Chris Lachmann and David Morgan-Rees.

2) Declaration of Interest

MG declared that he was a Governor of Bradford Hospitals NHS Trust.

4) Minutes of Last Meeting on 12th January 2016

These were agreed as a true and accurate record. A copy can now be circulated to the virtual PPG.

Note: PR requested that any future speaker at the meetings should be limited to 20 minutes and that the PPG members are asked in advance if someone wishes to attend and present. RP agreed and stated that any such requests would be circulated in future.

4) Friends & Family Test (FFT) Results

For the last three months the practice has received the following number of responses:

Month	How likely are you to recommend our practice?	
	Extremely Likely	Likely
January 2016	1	0
February 2016	1	0
March 2016	2	0

The results are displayed to patients in the waiting room, on the website and in the practice newsletter. It was also important to note that the free text responses from patients have been very positive. RP stated there was a decline in the number of completed FFT. DF asked if a console could be placed in the waiting room but RP explained they were costly to install and wouldn't guarantee a greater uptake. BH volunteered to come into the waiting room and ask patients to fill in the FFT following their appointment.

Action: RP to arrange a time and date with BH.

5) Staff Changes – Rachael Pengelly

RP informed the members of the newly appointed staff. In reception following the retirement of Kay Mann, Roma Leiper, Gill Kingston & Susan Tolan the practice now has:

- Caroline Larsson – Reception & Prescriptions Administrator
- Gillian Hale - Receptionist
- Jonathan Danells-Bewley - Receptionist
- Susan Penn - Receptionist
- Debbie Smith

Dr Kirsty King has also been appointed to replace Dr Steph Atkinson who retired on the 6th June 2016. Dr King will be our Sexual Health Lead, Safeguarding Lead and is also a GP Trainer. RP asked provided copies of the spring/summer practice newsletter with photographs of the new staff.

6) Patient Online Services – Rachael Pengelly

RP informed the members that patients can now access their full read coded medical records on line should they wish to do so. In order to activate the facility, patients must make a request to the practice and a disclaimer form completed. The disclaimer ensures the patient is fully aware of what they may see, for example, information they were unaware of / have forgotten about that could cause distress or test results which they may find worrying and this could be while the surgery is closed and there is no one available to discuss them with. The facility is being advertised on the website and in the practice and any patient wishing to see their records electronically need to bring ID into the practice and register for SystemOnline.

5) Self- Care – Rachael Pengelly

Enid Feather, Change Facilitator for Airedale, Wharfedale & Craven CCG has asked if PPGs would be prepared to develop local directories of self-help organisations which would then be made available to patients within the practice.

It was felt by PPG members that they didn't really know what was available, constituted 'self-care' and what didn't. Did Enid just want PPGs to gather information or to produce the directory themselves? The overall feeling was that the PPG was happy to create a display in the waiting room but they didn't want to recommend any particular group or organisation.

Action: RP to feed this back to Enid Feather.

6) AOB

- Community Health Maps – Barbara Hartley

BH stated that the Community Health Maps is a community based internet library originally created by Bradford City Council, and was potentially a solution to the self-care work Enid Feather was enquiring about. The maps contain information about groups and organisations in the surrounding area and would be a useful tool in general practice. GPs could find self-help groups quickly and easily for patients reducing the time spent in a consultation however there appears to be no mechanism for updating the maps and this could be very resource hungry.

- PPG Network Meeting
GB stated he would attend the next PPG Network meeting in Skipton and feedback at the next meeting.
- Coronation Hospital
The refurbishment of Coronation Hospital has now commenced and the works are planned to take 3-6 months with a total budget of £350k.
- **Wharfedale Cardiac Club**
KS updated the meeting regarding the Wharfedale Cardiac Club. The group is in the process of buying more equipment to donate to Coronation Hospital but due to the resignation of their physiotherapist the printing of new posters and leaflets to advertise the club has been put on hold.

7) Date of the Next Meeting

Tuesday 13th September 2016 at 17:00 in the Conference Room, Springs Medical Centre.

Rachael Pengelly

21st April 2016