



Tuesday 23rd September 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)	Sue Field (SF)	Geoff Brown (GB)

Absentees:

Mike Gibbons (MG)	Dr Chris Lachmann (CL)	James Latta (JL)
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Agenda:

1) Apologies for Absence

RP received apologies from Chris Lachmann.

2) Declaration of Interest

There were no declarations of interest.

3) Minutes of Last Meeting on 8th July 2014

These were agreed as a true and accurate record with no matters arising. DC informed the group that since the last meeting Jane Newbold had now resigned from the PPG. Jane had personal reasons for leaving but wishes the future of the PPG well.

4) End of Life Gold Standard Framework (EoL GSF)

Wendy Laycock, GSF Facilitator, delivered a presentation regarding end of life care and the EoL GSF plan available to all healthcare professionals on SystmOne (the GPs preferred clinical system of choice). Wendy allowed time for questions and answers and provided leaflets and information for members to take away. Wendy gave her contact details and stated that she would be happy for anyone to get in touch should they have any further questions or need advice.

Wendy Laycock – GSF Facilitator

Mobile: 07769671238

Email: wendy.laycock@nhs.net

5) Friends & Family Test

RP informed the meeting about the forthcoming Friends & Family Test. From December 2014, all practices will be under a contractual requirement to undertake the Friends & Family Test (FFT) and report the results of this. There will be one standard question for all practices and one follow up question. The current default question on the FFT is:

'How likely are you to recommend our practice to friends and family if they needed similar care or treatment?'

The practice has decided that the second question will be:

'Can you tell us why you gave that response?'

The FFT will be handed to patients when they attend the practice for an appointment and a box will be available for them to post their response. RP will collate the replies and notify NHS England Area Team of the results on a monthly basis.

The PPG agreed that the follow up question was acceptable but they would like to see please added to the beginning of the second question.

Action: RP agreed to amend the template to reflect this.

6) PPG Direct Enhanced Service Priority Areas

Part of the PPG Direct Enhanced Service (DES) requires the practice, in conjunction with the PPG, to identify 3 priority areas to work on. These 3 areas would create an action plan and the outcomes would be published to the wider patient group registered at the practice by the end of March 2015. After several discussions the proposed areas were as follows:

- Re-arranging/sorting patient information in the waiting room.
Action: D M-R agreed to contact Gill Kingston (Receptionist in charge of patient information) and arrange a meeting to discuss how the information could be re-arranged and create a plan of action
- Health awareness stands or displays periodically throughout the year
Action: RP to look for a calendar of health events and circulate to the PPG so a few could be selected (spread out over the year) and displays created
- Nurse telephone consultations for level 2 health checks and smoking cessation.
Action: RP to speak to Margaret Sykes, Practice Nurse to trial the idea of telephone consultations for level 2 health checks and smoking.

7) AOB

- PR facilitated the printing of an article in the Ilkley Gazette about the PPG and the need for new members. Unfortunately it had not resulted in any patients contacting the practice to join. It was agreed that the GPs are best placed to recruit new patients.
Action: DC to speak to the other GPs and identify suitable patients.
- Geoff Brown has a meeting scheduled with Helen Williams, the new Head of Ilkley Grammar School on 1st October 2014. He will ask if there are any pupils who would like to become members of the PPG.
- AG informed the meeting that she had now scheduled in 3 dates to come into the practice and recruit patients for the virtual PPG. The results of this would be discussed the next PPG meeting.

8) Date of next meeting

Tuesday 2nd December at **17:00** in the Conference Room, Springs Medical Centre.

Rachael Pengelly

23rd October 2014