



Tuesday 29th September 2015 17:00-18:30 hours
IWMP Patient Reference Group Meeting

Attendees:

Rachael Pengelly (RP) Dr Chris Lachmann (CML) Pierre Richterich (PR)
Geoff Brown (GB) Barbara Hartley (BH) Mike Gibbons (MG)
Kenneth Smith (KS)

Absentees:

Dr David Cockshoot (DKC) Margaret Bawcombe (MB) David Morgan-Rees (DM-R)

Agenda:

1) Apologies for Absence

RP received apologies from David Cockshoot, Margaret Bawcombe and David Morgan-Rees.

2) Declaration of Interest

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

3) Minutes of Last Meeting on 7th July 2015

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

4) 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
July 2015 - 2	2	0
August 2015 - 0	0	0
September 2015 - 6	6	0

The results are 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.

Action: RP will continue to share the responses with the PPG and display the results display the results in the practice and on the website.

5) Annual Practice Survey

RP stated that the practice would like to like to conduct a 'formal' patient survey for this coming year to identify any areas for improvement. RP provided a copy of the questionnaire template and asked for feedback from the group. The following suggestions were made:

- Reduce the font size so it fits on fewer pages
- Condense the layout by adding tick boxes side by side
- Give examples of ethnic groups rather than it being free text
- Add 'opening times' to question 5
- Remove N/A as an answer to question 10 and 11
- Remove question 23 – why do we need to know the services the patient uses?
- Reword question 28 to state 'Is there anything that the surgery would benefit from or do you have any suggestions to improve services?'

With these additions/amendments the survey was accepted. RP stated that they would add the questionnaire to Survey Monkey so that patients could complete it on line.

6) AOB

Care Quality Commission

RP informed the meeting that the CQC will be inspecting the practice at some point during the next 12 months and would appreciate if a couple of PPG members would be available on the day. GB, PR & BH stated they would be happy to come in.

Ilkley Moor PPG

GB stated that since the initial contact from the Ilkley Moor PPG Chair regarding joint initiatives he had heard nothing else. RP stated that she had also had no contact.

Action: GB to call the IMMP PPG Chair to establish if they wanted to proceed and will feed back at the next meeting.

Recruiting Younger PPG Members

It was acknowledged that the group continued to lack members who were 18 and under. RP stated that the practice had added a piece to the latest newsletter asking for younger members but there had been no response.

Action: GB to raise this again at the next Governors meeting at Ilkley Grammar School in November/December and see if any pupils would like to join. PR to contact The Ilkley Gazette and ask if they put an article in a appealing for PPG members aged 18 and under.

PPG Network Meeting

The next PPG Network meeting is on 8th October 2015. BH stated that she would be happy to attend and feedback at the next meeting.

7) Date of the Next Meeting

Tuesday 1st December 2015 at **17:00** in the Conference Room, Springs Medical Centre.

Rachael Pengelly

11th November 2015