

Ilkley Moor Medical Practice - Patient Council (Patient Participation Group)

Minutes of the Meeting held on Wednesday 14TH January 2015

Present: Brian Daniel (Chair), Eileen Fitzpatrick, Fiona McKinnon-Evans, Brian Sayer, Derek Robertson, Margaret Robertson, Carol Maufe, Bryan Thompson, Dr Mark French, Colin Greensmith, Chris Dodson, Joan Knott, Sheila Paget, Carol Bogaardt, Drue Wiggins, Mark Evans.

Apologies: Andrew Soutar, Debbie Appleyard

Minutes of last meeting: Approved

Matters arising / update on actions:

Brian Daniel met with Michael Seymour, Colin Greensmith and Brian Sayer 9th December to discuss service development. The key points from this meeting were

- Identified the need to focus on recovery pathways for the elderly as a priority
- Identified opportunities in developing links with Churches and Charities

As part of this discussion Brian D raised the friends and family test, and questioned whether the quality of this survey method was equal to that of the practice survey. Mark E explained the differing methods in the two surveys, and reiterated that the council as a group had agreed not to conduct another practice survey this year.

Brian D then raised the topic of pharmacy first. He had met with local pharmacies to gauge the level of uptake in Ilkley and had a varied response. Brian's felt that there was potential to improve engagement and asked if the practice would be willing to support this. The group discussed the matter and it was felt that the pharmacy service wasn't too different to what has existed for some time, yet getting patients to engage with pharmacists has always proved challenging. Dr French and Mark E agreed to review again but did not feel that putting significant effort into this area would have a major impact on capacity and patient care.

The group then discussed the DNA data presented at the last meeting, Brian D asked what reminder mechanisms were in place for patients. Mark E explained that text reminders were used frequently and although the facility for e-mail was available the practice did not use this with the same frequency as text. The practice is conducting further analysis on DNA data and will report back when completed.

Practice news update:

On the subject of capacity and patient service Dr French highlighted the impending changes to the GP PMS contract of which IMMP is working to, some practices with PMS contracts will see reducing funding to equalise with the GP GMS contract over the period up to 2021.

Mark E updated the group on the friends and family test results for December, which showed that 47 of 55 respondents were extremely likely to recommend the service to family and friends.

Mark E updated the group on the flooring replacement plans and general plans for the building, flooring replacement is taking place on consecutive weekends until the end of February.

Mark E updated the group on the progress of the GP Federation Yordales Health Ltd, the first members meeting was to be held on the 27th January with member sign-ups likely to be completed by the end of February. Mark explained that the federation were working with Airedale Foundation Trust on a project to establish an urgent primary care centre adjacent to the new Accident and Emergency department.

Mark E updated the group on the progress of the proposed merger with Grassington Medical Centre, the provisional approval from NHS area team had been granted and the next step was patient consultation, which is likely to begin early February. Eileen asked if the patient consultation could include the Ilkley Gazette as not all patients would see the website or waiting room. It was agreed that the Gazette would be included.

Focus Groups:

Service Development Brian Daniel

See narrative under matters arising

Young People Engagement Eileen Fitzpatrick

Eileen asked for an update on the proposed artwork for the main corridor, and the practice engagement with schools. Mark E explained that the artwork would wait until flooring works are completed and then Ashlands would be contacted. With regard to school engagement Andrew Soutar had spoken to the new Head of Ilkley Grammar who was planning to contact the practice. Mark E explained the challenges on capacity over the current period which prevented any release of staff to work on engagement. The practice will be increasing capacity from March 2015 and it is planned to begin engagement activity with schools from April.

Fiona ME advised the group that an information evening was due to be delivered at Ilkley Grammar in the coming weeks.

Patient Engagement & External Relationships Fiona McKinnon Evans, Sheila Paget, Brian Sayer

Mark E reviewed the actions taken since the last waiting room survey conducted by Fiona and Sheila, the two key actions in progress at the practice are

- Replacing fabric chairs and carpets with more easy to clean surfaces
- De-cluttering the waiting room walls and renewing notice boards

With regard to the seating layout Mark E explained that variations on rows had been tried in the past with negative feedback from patients, the practice will continue to consider options for seat layouts and would welcome any specific ideas.

Brian S presented the group with a summary document on health awareness talks, the aim was to introduce structure to how the talks were arranged and presented. The group felt it was an excellent document and Mark E confirmed he would put a copy on the PPG noticeboard.

AOB :

Mental health was discussed generally as a topic that needed high profile, Mark E explained that it was high on the list of CCG priorities for 15/16 and that the practice would support activity in this area if the group felt it would be useful.

Brian D indicated that as part of service development Michael Seymour was interested in getting data on the practice patient demographic, Mark E agreed to send this data.

A general discussion was held on awareness of existing services and mapping what was currently available. It was generally felt that giving patients a full list would be overwhelming, and that the more effective route would be signposting patients dependant on need.

Future Meeting Dates - all meetings 12:30pm until 2:00pm at IMMP Conference Room

March 11th

May 13th

July 8th

September 9th

Proposal that this meeting is extended and is AGM for the council