

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

Minutes of the Meeting held on Wednesday 11th March 2015

Present:

Brian Daniel (Chair), Eileen Fitzpatrick, Fiona McKinnon-Evans, Derek Robertson, Margaret Robertson, , Bryan Thompson, Colin Greensmith, Sheila Paget, Carol Bogaardt, Michael Seymour, Drue Wiggins, Ann Cooke, Dr Clarke, Debbie Appleyard, Mark Evans.

Apologies:

Joan Knott, Brian Sayer, Andrew Soutar, Dr French, Carol Maufe, Chris Dodson

Minutes of last meeting: Approved

Matters arising / update on actions:

Brian Daniel referred back to the January minutes and raised the following points

- Pharmacy First

Brian Daniel had again explored the nature of the service and was underwhelmed by what is being offered by pharmacies. Mark E emphasised again that pharmacists were highly qualified and used to dealing with minor ailments on a daily basis, other members of the group reflected in their own experiences which were largely positive.

Mark E suggested again that a 30 minute speaker slot at the next PPG for a local pharmacist would be useful.

- Flooring works / building condition

Brian Daniel sought clarification on when the works would be completed, this was covered in the practice update. Brian also raised concern about the condition of the walls in the surgery of which some are in need of decoration. Concern was also raised again regarding the “pooling” of water on the entrance pathway on wet days.

Mark E advised the group that the practice had recently invested in the recovering of furniture and facilitated the replacement flooring which were the short term priorities. The practice has submitted an application for further premises funding which would enable waiting room decoration to be completed. Discussions with the landlord are due late April / early May and the two practices will seek to agree a list of further repairs/refurbishment for the coming financial year.

Eileen requested clarification on the PMS funding discussed at the last meeting. Mark E reminded the group that changes were being made in how NHSE contracts with primary care providers in order to achieve funding parity between holders of GMS and PMS contracts by 2020/21. This means that for some PMS practices who had “premiums” for providing extra services funding will be reduced over a phased period.

Eileen requested that the PMS funding be a fixed agenda item and this was agreed.

Practice news update:

- Friends and Family update

Mark E presented the data to February 2015, the response rate to the survey had declined during the first three months from a total of 55 in December 14 to just 8 in February 15.

Mark E explained that the practice was considering ways to encourage an increased response especially through the online system. A text and e-mail campaign with links to the survey was discussed and is likely to be implemented during April/May

- Buildings update

Mark E summarised the latest position on the buildings;

- Flooring completion scheduled for weekend of 20th March
- *Update at 25th March: Two rooms remain incomplete with a date to be agreed for this work*
- Waiting rooms “de-cluttered”
- Ilkley Taxi phone installation completed
- Ashlands artwork for main entrance delayed until completion of flooring
- No funds available until FY 15/16 for decorating (Financial year April 15 – March 16)
- Discussions with landlord planned for April/May

- Staff changes

- Dr Helen Moor starts work on 6 sessions per week from 2nd March
- Dr Rowy El-Hawat starts work on 5 sessions per week 2nd February

The additional GP's are in place following the departure of Dr Dabin in November 2014 and give the practice up to 45 additional appointments per week.

- New apprentice in Administration (now left the practice)
- Dr Baker to take a break from Cardiology clinics from April 15 for 6-12 months

Dr Baker may be replaced by another specialist GP this is to be confirmed.

- Collaborative Working – Merger and Federation

YorDales Health GP Federation news

The urgent care centre at AGH is live as of 2nd March. This centre is designed to take patients directly from the emergency department who are felt to be more appropriate for primary care. The centre is a pilot project running until 5th June 2015.

The group discussed the structure of the management team for the federation and Eileen suggested that it might be useful to have some community representation on the board. Mark agreed to raise this with the management team at the next meeting.

Grassington Merger news

Mark E confirmed that Patient consultation was underway and that press coverage was due week ending 20th March. The Ilkley Moor patient engagement event will be on the 30th March 2015 2pm – 3pm in the conference room at the surgery.

- Changes to surgery opening for protected learning time

Mark E explained to the group that the practice had opted back in to the CCG funded protected learning time for clinical and non-clinical staff, this means that for one afternoon per month the surgery will close from 1pm and the out of hours service will cover any urgent care needs. The practice was the only one in the CCG who had previously opted out of this facility but staff engagement and training has suffered as a result. It is hoped that by reintroducing this practice will be able to give improved support to staff in continuing to provide a first class service for our patients. The key dates for practice closures are;

2 nd April	afternoon appointments will be available for on the day booking, however the surgery will close at 1pm to any further calls
14 th May	surgery closes at 1pm, any MSK, Midwife, Health visitor and other external clinic appointments will still be accessible by telephoning from the front desk on arrival
3 rd June	surgery closes at 1pm, any MSK, Midwife, Health visitor and other external clinic appointments will still be accessible by telephoning from the front desk on arrival
1 st July	surgery closes at 1pm, any MSK, Midwife, Health visitor and other external clinic appointments will still be accessible by telephoning from the front desk on arrival
6 th August	surgery closes at 1pm, any MSK, Midwife, Health visitor and other external clinic appointments will still be accessible by telephoning from the front desk on arrival
3 rd September	surgery closes at 1pm, any MSK, Midwife, Health visitor and other external clinic appointments will still be accessible by telephoning from the front desk on arrival
8 th October	surgery closes at 1pm, any MSK, Midwife, Health visitor and other external clinic appointments will still be accessible by telephoning from the front desk on arrival
4 th November	surgery closes at 1pm, any MSK, Midwife, Health visitor and other external clinic appointments will still be accessible by telephoning from the front desk on arrival
7 th January	surgery closes at 1pm, any MSK, Midwife, Health visitor and other external clinic appointments will still be accessible by telephoning from the front desk on arrival
3 rd February	surgery closes at 1pm, any MSK, Midwife, Health visitor and other external clinic appointments will still be accessible by telephoning from the front desk on arrival

Michael suggested that the practice should consider advertising the changes in local press to reduce the risk of negative feedback on lack of access for patients. Mark agreed to action this.

Focus Groups:

Service Development

Brian Daniel

Brian requested that Mark E update the group on the demographic data for appointment demand, this had been requested previously from Michael. Mark agreed to provide this prior to next meeting and to provide further analysis on DNA during the May PPG.

Brian also requested further detail on the Electronic Frailty Index which has now been provided.

Young People Engagement

Eileen Fitzpatrick

Eileen advised the group that Andrew Soutar had discussed engagement with the new head of IG and that they were keen to discuss. Mark agreed to meet with them when convenient and Eileen has since passed on the contact details to Mark.

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

Fiona explained that the group were looking at the next health talk which would be on post-discharge support for elderly patients leaving hospital. This talk will be held on the 27th April at the surgery with a speaker to be confirmed.

AOB :

Update on Airedale Hospital – Bryan Thompson

1 Car Parking

The Trust is taking over the running of the car parks from 1st April. They are trying to arrange more spaces. They are converting the senior management and consultants car park at the main entrance to a disabled only car park.

2 Complaints

The Governors are reviewing the complaints process.

3 Patient Information Service

The Trust has opened a Patient Information Office on the main landing on the first floor. It will provide health information for the general public and patients (Mon-Frid, 9.30-4.00)

4 New models of Care

The Trust are looking at new models of care especially using the latest technology. with the telehub at the hospital and portable computers and ipads in the patients homes.

5 Targets

The Trust failed the A&E target in January. 93.59% against 95 % (4 hour waiting).

C Diff. cases 9

MRSA 0

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

May 13th

July 8th

September 9th

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