

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

Minutes of the Meeting held on Wednesday 12th November 2014

Present: Eileen Fitzpatrick, Derek Robertson, Margaret Robertson, Carol Maufe, Bryan Thompson, Brian Daniel, Chris Dodson, Joan Knott, Drue Wiggins, Carol Bogaardt, Andrew Soutar, Dr Helena Rolfe, Mark Evans, Debbie Appleyard.

Observers attending: Colin Greensmith, Dr Michael Seymour

Apologies: Brian Sayer, Fiona McKinnon-Evans, Sheila Divan, Dr Mark French

Minutes of last meeting: Approved

Matters Arising:

Welcome Observers:

The group welcomed the attendance of Colin Greensmith and Dr Michael Seymour, both gentlemen gave a short introduction and explained their interest in attending.

Agenda Items

- Health Awareness Day & Anxiety Management – Review

The anxiety management and stress awareness talk was delivered to a wide audience on the evening of the 11th November. Several members of the group had attended and the feedback was very positive. Some concerns were raised regarding the effectiveness of the management programme that was promoted during the event, which comprised of a series of sessions over a short period of time.

Practice News Update

Mark Evans presented an update on key practice topics, comments and actions from each topic are detailed below.

Staff Changes:

Dr Dabin leaving the practice 28th November to explore the life of a locum GP, the practice has made offers (both since accepted) to two additional GP's

Dr Rowy El-Hawat	starts 1 st February	5 sessions per week
Dr Helen Moor	starts 1 st March	6 sessions per week

The above changes will result in an increase of up to 45 extra appointments per week.

The practice will be sorry to see Dr Dabin leave but he will be staying on for two sessions per week on a locum basis for two or three months

The practice has also recruited two apprentices to work in the administration team, both ladies have started their time with us very positively.

- **Friends and Family Test**

As part of this year’s contract with NHS England the practice is mandated to offer the Friends and Family Test “FFT”. This is a short form survey which assesses the likelihood of a patient recommending the practice to family and friends. There will be a core question set which all practices have to ask plus additional questions as desired by the practice. The practice will be launching the test from the 1st December and publicity will be displayed in the waiting room and on the website.

A discussion was held with the group regarding the annual patient survey. Mark explained the changes to funding around patient participation, and that the survey in its previous form was not compulsory. Mark presented options to the group for how the practice could work with patients to seek and act upon feedback this year.

1. Continue with an annual survey but reduce number of questions
2. Focus on the priorities identified in last year’s survey in addition to using FFT

A consensus was reached that the focus should be on the priorities identified in the last survey, and that these closely matched the areas that the sub-groups were working on, these are listed below.

Areas of focus previously agreed

1. Patient access (appointments) – *will be explored by the service development group*
2. Patient engagement and communication (waiting room layout and information) – *covered by Fiona’s group with input from Sheila and Drue*
3. Increasing awareness of PPG and Health Information Talks - *covered by Fiona’s group*

Action: IMMP to arrange meeting with service development group

IMMP to meet with Ashlands School teaching assistant to organise artwork for main entrance and to discuss waiting room layout (meeting 21st November)

IMMP to work with sub-group on next Health awareness talk (palliative care or young family health / pressures?)

- **Pharmacy First Scheme**

Mark explained that the practice would be promoting the above scheme, which encourages patients to make greater use of community pharmacies for minor ailments. The Pharmacy First scheme has been commissioned by our CCG and includes treatment of;

Cough	Blocked Nose	Cold	Earache
Sore Throat	Hay Fever	Threadworms	Teething
Athlete’s Foot	Sprain or Strain Thrush	Fever	

Patients who are eligible for free prescriptions will not pay for any medication, people not eligible will pay the OTC price if less than prescription cost.

There was a discussion amongst the group around confidence in pharmacists to deal with these ailments, this was partly down to a lack of knowledge of how well qualified pharmacists are. It was agreed that it would be useful to have a pharmacist as a guest speaker at a future meeting.

Action: IMMP to arrange a pharmacist speaker at earliest opportunity

- **Did not attend (DNA) data**

As part of the work the practice is doing to increase capacity an analysis of recent DNA data has been conducted and was presented at the meeting.

From April 1st 2014 to August 31st the following appointments were not attended

- 450 Nurse Appointments totalling 101 hours of Nursing Time
- 326 GP Appointments totalling 53 hours of GP Time (approx 2% of appointments)

Mark explained that for Nurse Clinics specifically this had a significant impact as some appointments were 30 or 40 minutes each. Further work will be carried out in this area including increased use of appointment reminders.

- **Collaborative Working**

The final update was regarding two key areas of collaboration that the practice is pursuing.

Becoming a member of the newly formed GP federation YorDales Health Limited, this organization will represent 15 of the 17 practices across Airedale, Wharfedale and Craven and will provide support in service development, administration and surgery running costs.

In addition the practice has reached an agreement in principle to merge with Grassington Medical Centre, this is at a very early stage but the target is to complete the merger by the 1st April 2015.

The group requested and agreed that these important topics become a fixed agenda item in order for practice to keep them updated.

Action: IMMP to add Federation and Merger as fixed agenda item

Focus Groups

Andrew Soutar gave a presentation on the work that the young people's engagement group had done. The presentation comprised of a number of suggestions about how the practice could increase its engagement;

1. Through school visits to primary and grammar schools
2. Through engaging with other PPG's to see how they engage with younger people
3. Through working with other local organisations including churches and voluntary sector

The presentation was well received and the practice agreed to focus initially on the following actions

Meet with Ashlands School teaching assistant to organise artwork for main entrance and to discuss waiting room layout (Meeting arranged for 21st November)

Work with sub-group on next Health awareness talk (young family health / pressures?)

Review possibility of school visit programme during Q1 2015

Any Other Business

Bryan Thompson reported on impending opening of the new A and E unit at Airedale General Hospital which is now scheduled for end of November. Following a request from Brian Daniel regarding a lack of awareness of what services AGH provide Bryan Thompson agreed to raise this with them. A specific case mentioned was the ACCT (Airedale Collaborative Care Team) support received by a friend of Brian Daniel which proved to be excellent.

The Practice has been contacted by the chair of the local PPG Network, the contact details will be passed on to Brian Daniel to make contact. It was felt by all that this would be a key step forward in our efforts towards wider engagement.

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

January 14th

March 11th

May 13th

July 8th

September 9th

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