

Ferrybridge Medical Centre

**Patient Participation Group Meeting held on  
Thursday 12 January at 10am  
Venue – Ferrybridge Community Centre**

**Present:** Tim Johns, *Practice Business Manager*, Ann Bateson, *Specialist Nurse*, Amy Fozzard, *Administrative Assistant*, Mr Alan Hodgson, *Patient*, Mr David Clarke, *Patient*, Mr David Atkinson, *Patient*

**Apologies:** Mrs Hilary Speak, *Patient*

**Minutes from last meeting:**

The minutes of the previous meeting held on 6 November were agreed as a true record

**Matters Arising/Action Points:**

No matters or action arising from previous minutes

**Ferrybridge Medical Centre and Elizabeth Court Proposed Merger Update:**

The merger between both practices is still continuing and will be a long process. Mr Johns informed the group that the practices have to speak with Wakefield CCG and NHS England. All business matters should be finalised sometime in 2017. Mr Johns explained to the group that once the merger has been finalised there could be more opportunities for the practice to utilise space and people in order to have more influence over the services that are developed. Mr Johns informed the group that the first thing the practice is looking at is employing a pharmacist to deal with any medication issues. The pharmacist would work across Ferrybridge and Elizabeth Court. Mr Johns informed the practices are also looking to appoint a physiotherapist. Mr Hodgson asked if staff contracts would be the same as they are at present. Mr Johns informed that when the merger has been finalised all staff would be on the same contract. There will be no short term changes for patients at present but the Practice aims to introduce benefits to patients in the medium to long term.

Mr Clarke asked what the feedback was from patients following a questionnaire session held within practice. Mr Johns informed there were no real concerns from patients. A copy of the report is attached.

**Personnel:**

Dr Katie McGowan left the practice in December to take a post at The White Rose Surgery. Mr Johns informed the group that the practice is advertising for a new GP post.

Sue Corley, receptionist left the practice in December to take a post at College Lane Surgery in Ackworth. The practice has employed three new receptionists, Zellda Livsey, Abigail Scott and Kim Hay who started the posts on 9 January.

The practice has developed two new Clinical Coder roles within the admin department. They will deal with hospital letters and actions and coding of letter.

Queen Street Surgery (Normanton) is advertising for one newly qualified Practice Nurse and one Practice Nurse. The role will predominantly be based at Queen Street but they will also work at Ferrybridge.

### **Contact Centre:**

Mr Johns informed the group that the practice is currently developing a contact centre. This will be developed over time so all calls from Ferrybridge, Park View and Queen Street will be taken and dealt with at the new Contact Centre. Receptionists, GPs and Nurses will be based here and will call patients back from the advice line who require same day advice. The practice will look at bringing Elizabeth Court on board in the future. Discussions are also held in to how to manage calls from 6pm when the surgery is closed.

### **Patient Transport Service - Pilot:**

The practice is involved in a 3 month pilot scheme in the Castleford area. Patients who are not housebound, but find it difficult to getting to surgery can have access to transport. The service is available between 3pm and 5pm. The clinicians make the decision if patients are eligible. It is hoped the service can be rolled out within the CCG if it is a success.

### **Patient Communication in reception areas – PPG project:**

A discussion was had at the last meeting regarding the information on the television screen in the reception areas. It was felt that there was too much information at one time for patients to take in. Mr Hodgson and Mr Clarke agreed that the information needs to be correlated down as there was too much. Mr Atkinson agreed to look over the information.

### **Health Checks:**

Health Checks were a national scheme that practices have done for over 5 years for patients aged 40 – 75. In December 2016 funding was stopped by Wakefield CCG and Wakefield Council took over the scheme. As a result the criteria has been amended. This will mean not as many patients will be invited in to have health checks as previously done. Ann Bateson informed the group that any patients who wish to have a health check who so not meet the criteria can still be seen.

### **AOB:**

Mr Johns informed that a National Practice Survey is done yearly and whether we require to do a yearly patient survey. It was agreed that the patient survey should be

done every 2 years as there were no areas of concern identified by patients in previous surveys.. Mr Atkinson asked whether a few sample questions could be asked after a patient has an appointment. Mr Johns informed the group that after an appointment patients are texted 3 questions relating to their appointment and we also ask patients to fill in friends and family test form.

The group asked if the practice was still accepting new patient. Mr Johns advised the group that the practice currently has around 10330 patients and is accepting new patients.

Next Meeting:

To be arranged