

**Ferrybridge Medical Centre
Patient Participation Group Meeting held on
26 September at 10am
Venue – Ferrybridge Community Centre**

Present: *Practice Business Manager, Reception Manager, Administrative Assistant, Patient, Patient, Patient, Patient, Patient*

Apologies: Nil

Minutes from last meeting:

The minutes of the previous meeting held on 4 July were agreed as a true record

Matters Arising/Action Points:

Patient enquired regarding the pilot on-line service that was launched for patients. Practice Business Manager informed the group that due to IT issues this has been put on hold for the time being. This is a service where patients can e-mail into the practice for routine issues. The information is read and passed to the relevant team to deal with.

Personnel:

Dr Murad Khan has been employed as a salaried GP. He will mainly work over at Queen Street Surgery in Normanton. He has a cardiology background and the practice is hoping to develop this specialism in the future and see whether it would be possible to set up a viable community service with clinics at Ferrybridge for patients.

Danielle Norton, Health Care Assistant will leave the practice at the beginning of October. She is moving on to train as a paramedic.

Dawn Smith, Clinical Coder has left the practice due to ill health

GP Care Wakefield:

Reception Manager informed the group of a new out of hours service that is offered to patients in the Wakefield District area, called GP Care. The service operates from 6-10pm, Monday to Friday, 9-3pm Saturday, Sundays and Bank Holidays. If you contact the surgery for an urgent appointment from 6pm you will be transferred to GP Care Wakefield. The service is similar to NHS 111 but is provided by Nurse Practitioners. If you require an appointment you will be booked in at either Pontefract Hospital or Pinderfields hospital where clinics are held. The service also provides pre-bookable appointments with a Practice Nurse.

Patient asked who to contact when the surgery is closed. Reception Manager informed still contact NHS111 as the service is run alongside this. Wakefield Clinical Commissioning group will be promoting the service.

Ferrybridge Medical Centre and Elizabeth Court Merger update:

The merger of the partnership has legally taken place. The surgeries will be starting to work together and look at processes. The nurses have started to look into their skills and see whether some specialist nursing skill can be used across different sites.

Practice Business Manager was invited to attend the PPG at Elizabeth Court. It was announced to the PPG by Elizabeth Court's Practice Manager that the PPG would be disbanded so that it can work with Ferrybridge Medical Centre. The aim is to have a single PPG which covers all the Health Care First Practices. Elizabeth Court PPG is keen to meet members from this group and start to work together. All members were in agreement to this development.. patient did state there could be some pros and cons but these could be worked on. It would be important to realise that there would still be some initiatives that would only apply to Ferrybridge Medical Centre. Practice Business Manager to feed back to their group.

Patient Transport Service – Pilot update:

This was a service that was aimed at patients who did not need a visit but found it hard to get to surgery. A driver picked patients up and brought them to surgery for their appointment and then dropped them back off. There was no demand for this service from Ferrybridge Medical Centre patients, so this has been disbanded.

PPG Initiatives:

The group is holding a on-line service support session for patients. Mr Johns informed that around 25% of the practice is registered for on-line services. This is quite a high figure for the Wakefield area.

Patient asked Reception Manager how the appointments work and are released for the on-line system. Reception Manager informed that what patients see on-line is what receptionist sees to book when patients are ringing the surgery. All appointments are monitored and amended if needed due to demand e.g. more five minute telephone appointments added, which adds some capacity as face-to-face appointments are mostly ten minutes.

Flu campaign 2017

The flu campaign is underway. The first flu clinic held on Saturday 23 September vaccinated around 600 patients. There is approximately 1800 patients left to be vaccinated. Clinics are still available for patients.

Practice Health Champions:

Practice Business Manager informed the group that these are patients who have a particular interest in a certain health condition or other activities. The group have started a couple of group sessions up for the public, one been a seated exercise class, which is very successful.

Practice Business Manager asked the group if they would like to meet a member of the group. All were in agreement.

AOB:

Patient informed she was still getting text reminders about appointments she has changed/cancelled. This will be passed to the IT Manager to investigate.

Patient stated that every time he logs into System One online he gets an e-mail to state he has logged in. He wishes this to be turned off if possible. This request will be passed to the IT Manager

Patient asked why Dr Speers had not attended the meeting in a while. Practice Business Manager explained due to availability it has been hard and thought it was a good idea to have a variety of different staff attend, as had been agreed by the PPG. Will arrange for him to attend the next meeting

Next Meeting: Tuesday 16 January 2018