

**Ferrybridge Medical Centre
Patient Participation Group Meeting held on
Friday 10 February 2016 at 10am
Venue – Ferrybridge Community Centre**

Present: *Practice Business Manager, GP Partner, Administrative Assistant, 3 group members*

Apologies: 3 members

Introductions:

A new member introduced himself to the group as a new member.

Minutes from last meeting:

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

Action Points:

Self-Check-in: The issues regarding self-checking in at the wrong site have been addressed. Patients will no longer be able to self-check in to Beauforth House or High Street unless they have actually have an appointment in the correct surgery. TJ thanked PPG members for alerting the practice to this anomaly.

Telephone appointments: When patients are booking telephone appointments online it does state clearly that it is a telephone appointment and the patient does not need to attend the surgery.

Appointment Monitor: There is no software package available to monitor all appointments. The group were showed some data that had been provided. This showed in % the number of patients who contacted the surgery and had an interaction with a GP. It was highlighted that in the Wakefield area the practice has a low DNA (did not attend) for appointments. Data will be provided to each meeting to highlight numbers.

Practice Update:

Staff: GP returned from maternity leave. GP Registrar joined the practice for 6 months.

GP Partner updated the group on our Physician Associates. This is a rapidly growing healthcare role in the UK which originated from America. They are students who will work alongside GPs and Nurses to gain experience and skills working within a healthcare environment. The practice has one student from Leeds University who is in surgery on a Friday. The practice will also have 2 students attending from Sheffield University.

Network PPG Representative:

The group were informed that one member was our patient representative. The group that meeting are held on an ad hoc basic.

CQC: Practice Business Manager informed the group that the practice had received an 'Outstanding' review following CQC's visit in September. Park View Surgery in Normanton received a 'Good' rating. GP Partner informed the group that only 4% of practices nationwide receive an outstanding rating. He went on to explain that CQC have existed for around 3-4 years and inspect all aspects of healthcare. Within the Wakefield district around 40% of Primary Healthcare settings have been inspected. It has shown that the area offers a strong primary care service.

Patient Survey:

The group were advised that a National GP Survey has been undertaken. He advised the group he has data to compare how our practice compares with other CCG area practices. He will send out to the group.

Practice Business Manager informed the group that we will be undertaking our Practice Patient Survey again. Discussions were had regarding questions on the survey. It was agreed that some questions would be amended. GP would like a question regarding whether patients take supplements in addition to prescribed medicine, adding to the survey. GP is interested to explore whether there is any interaction between the supplements and the effectiveness of the prescribed medicines. The group agreed for this to be added. The survey will be amended and send out to the group for proof before asking patients to complete. Group members will attend surgery to ask patients to complete.

Federation:

Practice Business Manager informed the group that 7 practices, Ferrybridge Medical Centre, Park View Surgery, Kings Medical Centre, Queen Street Surgery, Elizabeth Court Surgery, Castleford Health Centre and Patience Lane Surgery have now formed the federation and have registered the federation as a company, Five Towns Health Ltd. In the federation the skills of clinicians will be used across all the practices; ways will be found of sharing resources for a 7 day working week and longer opening hours. GP Partner informed the group that the federation may also consider making bids for contracts from the hospital to provide services in the community. GP Partner also informed the group that hopefully there will be ways to take over the management of community nursing.

Health Champions:

An update on Practice Health Champions was given to the group. These are patients with a special interest in topics such as diabetes, and improving mobility. A seated exercise class has been set up by one member, this attracts around 20 people per week. Other members of the group are looking at setting up other social events.

AOB:

GP Partner asked the group how they would like to receive information from the practice regarding results, updates on diabetes and CVD updates along with other information. The best method would be e-mail or text message. GP Partner advised that there could be security issues around these types of methods, but as technology is changing these issues will be looked into.

Group Member asked the group why a local GP practice offers appointments to their patients early morning and late evening and why Ferrybridge doesn't currently do so. GP Partner informed the group that this was trialled within our practice and was found that Saturday opening best suited our population of patients. The Saturday morning appointments are all pre-bookable and are always full.

GP Partner advised regarding repeat dispensed electronic scripts. This would mean that either 6-12 months' worth of a patient's prescription would be sent directly to the pharmacy. The patient wouldn't have any interaction with the surgery, the pharmacy would place the order. This system would only work with certain medications. This process is still being investigated.

All patients will be able to see a detailed summary record of their medical notes if they have access to our on-line services.

Date of Next Meeting

TBA