

Ferrybridge Medical Centre

Patient Focus Group Meeting held on
Monday 10th March 2014 at 2 pm
Venue - St Andrew's Church Hall, Ferrybridge.

Present: 8 group members; GP; Practice Representative (minutes)

Apologies were received from: 5 group members.

Minutes of Meeting

The minutes of the meeting held on Monday 27 January 2013 were approved as a correct record.

Matters Arising

Sponsorship request – One of the group members had to leave the meeting early due to a prior commitment therefore this item was moved to the top of the agenda and was discussed before 2 of the group members and GP arrived. The group member stated her reasons for the request and reminded the group that she has saved the surgery several thousands of pounds in the last year by paying for her husband to be treated privately. There was vehement opposition to the request being granted from 3 of the group members who believe that practice money should be spent on patient care only. The discussion became heated with another group member stating that although he had no opinion either way with regards to the sponsorship request he was not happy with the way the 3 group members were speaking over the other group member and not letting her make her point. The group member decided to leave the meeting and another group member decided to leave with her stating that he would not be returning whilst ever certain members of the group were still attending meetings. Upon discussion the group felt that one of the group members manner had been aggressive and threatening and had made them feel uncomfortable and in fear of their safety, this incident would be fed back to the partners.

Acoustic Consultant – Approval had been granted for Practice Representative to obtain several quotes from various Acoustic Consultancy firms, this would be done in April.

Ketone testing strips – The IT Manager had checked patient records and found that the problem was only affecting a small number of patients and

had now been remedied. Ann Bateson had contacted one of the group members directly to discuss this.

Walk-in chest x-rays – Unfortunately the service that a group member mentioned at the last meeting is only available for patients living in Leeds, Another group member clarified that it is all patients with a LS postcode. The group member noted how useful it would be to have this service in the Wakefield District.

Practice Update

- Dr Mone will be retiring from Ferrybridge at the end of April. A group member queried how his hours would be covered in the practice, it was noted that if the closure of the Castleford branch goes ahead no additional GP hours would be needed, if the proposed closure is not approved the surgery will have to explore the options for covering the lost hours.
- The practice currently has a 3rd year Medical student completing a 5 week placement.
- The practice has now recruited a Nurse Practitioner, who is currently working as the local Community Matron. She will join the practice in May
- Interviews have been held for a new Practice Manger, further information on the successful candidate and their anticipated start date is expected within the next few weeks.

Patient Survey

Patient Representative thanked 3 of the group members for spending time in the practice encouraging and helping patients to complete questionnaires.

The group went through the results of the patient's survey discussing the results of each question and comparing these with last year. Overall the results of the survey were good with high patient satisfaction. It was noted that the percentage of patients obtaining an appointment with a clinician of their choice (Q4) was lower than the previous year; it was thought that this may be explained by the use of locums to cover sickness absence and maternity leave.

The group decided the action plan (attached) would focus on promoting the use of online appointment booking and repeat prescription ordering; ensuring the reception desk is not left unmanned; development of health

screening pod and increasing awareness of the services available on a Saturday morning.

Any Other Business

- A group member reported that he has had to have two operations, the night before his second operation it was cancelled and he has been informed that he is now back on the waiting list and it could be up to 18 weeks before he is seen again. The group member queried whether this is standard practice as it seems to him that the hospital are trying to manipulate their waiting time figures. Practice Representative would speak to the admin team and feedback.
- Several instances of poor service from mid Yorkshire Hospitals NHS Trust were noted including discharge due to non attendance when appointment letters had not been received. It was agreed to invite Dr Earnshaw to the next PPG Group meeting to discuss the future of the local hospitals.
- A group member reported that when he ordered his repeat medication in November he was informed that his medication review was due; he had this review but in every month since has received a message on prescription saying he is due a medication review. Two other members reported this had happened to them too. It was thought this was a technical glitch and it would be looked into.

Date and Time of Next Meeting.

The next meeting would be held on Monday 28th April 2014 at 2pm at St Andrew's Church Hall