

Ferrybridge Medical Centre

Minutes of Focus Group meeting held on Monday 11 March 2013

Present: 10 group members; GP Partner; Practice Manager; Practice Representative (minutes)

Apologies: were received from 3 group members

Consultation Process

GP Partner presented the consultation process the Clinical Commissioning Group are currently undertaking and gave an outline of the proposed changes to local hospital services to make hospitals fit for the future.

- **A&E** – no change proposed to Pontefract, Dewsbury will replicate Pontefract with Pinderfields remaining unchanged.
- **Children's Services** – again no change at Pontefract with continued limited paediatrician availability, all admissions will be at Pinderfields. Dewsbury will replicate Pontefract.
- **Maternity** – The Midwife led Unit at Pontefract will remain with a similar unit at Dewsbury. All patients requiring consultant care will be referred to Pinderfields.
- **Surgery** – More elective procedures will be carried out at Pontefract and Dewsbury with only complex elective surgery performed at Pinderfields.
- **Beds** – Pontefract will keep 64 beds with 1 ward for emergency admissions such as minor head injuries requiring overnight observation etc. Dewsbury will no longer take emergency admissions and patients from the Pontefract area will not be referred for treatment at Dewsbury.
- Orthopaedics, Ophthalmology, Diagnostic Procedures etc will remain the same.
- The Mid Yorkshire Hospital NHS Trust has a new Chief Executive who is implementing many changes.
- Quality of care remains extremely important with unannounced visits from the CCG to speak to patients about their experience the results of which are reported back to the Chief Executive the same day. One group member stated that he would be interested in volunteering to take part in this scheme.

Queries regarding the consultation

- A group member enquired how the additional consultants were to be paid for? There would be a saving by closing beds in Dewsbury.
- The same group member enquired whether there would be any restrictions on treatable conditions at Pontefract A&E? There will be no specialists in the following areas - ENT, Obstetrics, Paediatrics, Dentistry and Plastic Surgery. Cases requiring specialist treatment in these areas will be stabilised and transferred to Pinderfields.
- One group member asked what changes would be made to hospital food as currently a high proportion is wasted? There are ongoing changes in this area.
- A group member asked where GP Partner felt that waste could be reduced? The average length of stay is coming down, waiting times for medication and waiting to see a consultant can be further reduced to become more efficient. There are currently several different ways of purchasing equipment, this will be streamlined to reduce waste.
- A different group member raised the issue of Byram being part of North Yorkshire rather than West Yorkshire. It was noted that aftercare when discharged from Mid Yorks hospitals was superior to aftercare when discharged from York hospital. The group member was concerned that this would also be the case with services in the community; however, access to community services is based on the registered GP rather than geographic location.

General Queries

- A group member asked where the Out Of Hours (OOH) doctors are based. The local ones are now based at Pontefract hospital but appointments are only offered after a telephone consultation it is not a walk-in service. 111 has now been launched as a replacement to NHS Direct, it will provide less medical advice than the previous service but will direct people to the service best suited to their need for example, OOH GP, Emergency Dentist, Local Pharmacy etc. This service is intended to reduce A&E attendances and the tag line is 'Talk before you walk'

Minutes of the last meeting

The minutes of the meeting held on Monday 28 January 2013 were approved as a correct record.

Matters Arising

None

Survey

A discussion ensued regarding the results of the recently conducted patient survey. It was noted that the outcome of the surgery was pleasing. There had been some comparison with the previous year where possible.

2 new virtual members had been recruited one of whom uses the Castleford surgery.

Q6 related to privacy at the reception desk, a group member queried what progress has been made in this area. Work will be starting in the next few weeks in the Ferrybridge High Street, Byram and Ferrybridge Beauforth House reception areas with a glass screen added at Beauforth House and carpeting changed to encourage patients to stand back.

It was noted that use of the online booking facility is low, it was agreed that use of the online systems would be addressed as part of the action plan.

It was agreed that the action plan would also focus on Disability Discrimination Act compliance, support for carers and the patient call-in procedure at the Castleford Surgery. Practice Manger requested that if anyone had any further input for the action plan they contact her before the end of March.

Practice Update

- A female salaried GP has joined the surgery as of today.
- One of the District Nurses has qualified as a Footcare Assistant, she is currently doing private visits to patients homes but is looking into the feasibility of providing a clinic at Ferrybridge on a Saturday morning.
- A group member enquired about the services the surgery provides for young people. Awareness had been raised with Receptionists on

supporting young people in practice. The Terrence Higgins Trust clinic is still provided on a Thursday evening which is totally anonymous and fairly well used.

Any other Business

- **Carers** – One member informed the group of a monthly carers meeting at the United Reform Church in Knottingley. Practice Manager highlighted that it was the work of the group in collaboration with carers Wakefield which had brought this support service about.
- **Road Improvements** – A member brought plans to the meeting regarding improvements to the A162 at Brotherton. A discussion ensued regarding this.

Date and Time of Next Meeting

The next meeting will be held on Monday 22 April at 2pm, venue tbc.