

Ferrybridge Medical Centre
Patient Participation Group Meeting held on
Friday 12th December 2014 at 11.00am
Venue - St Andrew's Church Hall, Ferrybridge.

Present: 3 group members; Practice Business Manager; Nurse Practitioner;
Administration Assistant.

Apologies: 3 group members

Introductions

Practice Business Manager introduced himself; practice Administration Assistant introduced herself as the primary contact for the group members. Nurse Practitioner introduced herself and gave a brief background of the Nurse Practitioners role.

One group member introduced himself as recently retired after working at Ferrybridge Power Station for many years; he is an extensive user of the practice and was the only patient who attended the first meeting of the group. Another group member introduced himself; he retired 20 years ago and visits the GP regularly, he became involved as he feels he may be able to positively influence the surgery. The other group member introduced himself as a semiretired decorator who spent 20 years as a publican and came to the meeting with no preconceived notion of what to expect.

Terms of Reference for new members

Practice Business Manager presented the proposed terms of reference for the group and requested that the two new group members appraise these after the meeting. Feedback on any proposed changes was requested or if satisfied with the terms it was asked that this document was signed and dated.

Practice Update

Practice Business Manager briefed the meeting on recent changes within the practice.

GP Registrars – as the practice is a training practice it hosts 2 GP Registrars (qualified doctors who are completing their specialised training) for 6 month rotations, GPs who have completed their training in the practice often come back as employees when qualified as is the case with 3 of the current GPs.

Student Nurses – the practice is also a 'spoke' in the student nurse training scheme, this means the practice hosts student nurses for 4 month periods. This is co-ordinated by the 'hub' which is the local advanced training practice.

Reception Staff – the practice recently recruited two new reception staff members; one has settled in extremely well however the other has now left the practice by mutual agreement. Interviewing for her replacement is ongoing.

Care Homes Project – the practice is currently involved in a project in conjunction with Ashgrove Medical Centre whereby Advanced Nurse Practitioners from both surgeries will spend regularly spend time in the care home thus improving continuity of care and providing support and guidance for staff.

Operational Resilience – Practice Business Manager gave a background of the operational resilience plan which was devised to help alleviate ‘winter pressures’ on A&E. It is hoped this will be achieved by having a GP working alongside the A&E department at weekends when attendance with minor ailments are higher.

Patient Online

This is a new initiative issued by the Government whereby all patients can access a summary of their medical record online. This is available through SystemOnline, the same system which is used to book appointments and order repeat prescriptions. The group members registered for online access agreed to try this out with a group member suggesting that something could be added to the Ferrybridge Medical Centre website. It was highlighted that some areas of website are not up to date; this would be amended as soon as possible. The presence of Ferrybridge Medical Centre on the NHS Choices website was discussed.

CQC

Practice Business Manager introduced the new CQC ratings which have recently been released. Ferrybridge has been placed in band 6 which means it is rated at being at low risk according to the intelligent monitoring indicators. Practice Business Manager explained how although the ratings have been portrayed by some areas of the media as a league table, this is not the case. A group member had downloaded the ratings report for Ferrybridge Medical Centre as he had come across it on a completely unrelated website, he expressed his concern that many patients may be unaware of this and it was agreed it should be advertised both in the surgery and on the website.

Displaying the Practice Telephone Number

Currently when the practice telephones patients the telephone number is displayed as number withheld. A group member highlighted that many people do not answer their telephone to a withheld number due to the amount of cold calls they receive from these numbers. As all group members were in agreement it was decided that this would be amended and the practice would display its telephone number on all outgoing calls.

Practice Survey

The group members discussed the previous years survey and agreed that the format should be overhauled to shorten the length of the survey significantly with tick boxes for answers and one section at the end of the survey for further comment. It was felt this may encourage more people to complete the survey as a group member felt that 3% of the practice population was rather low.

It was agreed the wording of some of the questions would be changed to call attention to the services available such as online appointment booking etc. The question regarding additional services patients would like to see in the practice would be changed to an open ended question and a question regarding continuity of care would be added. It was agreed an option for providing an email address would be added.

Discussion ensued regarding ways of encouraging patients to complete the survey particularly those who attend the practice infrequently with Administration Assistant informing the group that the practice hope to make the survey available for online completion this year. All group members volunteered to spend some time in surgery assisting patients in completing the surgery and promoting the group, this would be arranged at a time convenient to them in the new year.

The group felt it would be useful to know what percentage of each age group attends the surgery regularly; this statistic would be brought to the next meeting.

Any Other Business

- **GP Special Interests** – It was felt it would be useful if the GPs areas of special interest were available to patients to aid them in determining which GP was the most appropriate for them to book their appointment with; this could be displayed on the website and in the patient newsletter.
- **PMS Review** – Practice Business Manager explained that the Personal Medical Services (PMS) contract is the contract the practice holds with NHS England to provide care to patients. This contract is currently under review, it is thought the core funding may be reduced however it is likely this will be recirculated to General Practices to provide additional services.
- **Practice Health Champions** – Practice Business Manager recently attended a meeting regarding the introduction of Practice Health Champions; these are members of the community who work with patients in whatever their skills area is. This is a form of 'Social Prescribing' which has been proven to be beneficial to people's health. This scheme is still in the early stages of development and further information will be given as it becomes available.

Date and Time of Next Meeting.

To be confirmed