

Ferrybridge Medical Centre
Patient Participation Group Meeting held on
Friday 13th March 2015 at 10.00am
Venue - St Andrew's Church Hall, Ferrybridge.

Present: 2 group members; Practice Business Manager; Administration Assistant

Apologies: 4 group members; GP

Minutes of last meeting

The minutes of the previous meeting held on Friday 12 December 2014 were agreed as a true record.

Practice Survey

The group discussed the response to the survey; they felt that although the overall response rate was reasonable only 15 responses from the Byram surgery was extremely low. One group member noted that in his experience at Byram the survey was not promoted by the reception team at all and he had had to ask for a survey to complete. The other group member noted that his experience at Ferrybridge has been the opposite.

It was felt that the results were good with some patients criticizing specific issues relevant to their own experience but no identifiable trends for complaint. The practice scored well on appointment availability, clinical care, opening hours and cleanliness of the surgery and overall the survey results reflect well on the practice with similar results to the previous year where comparison is possible.

A group member reported that he had been monitoring appointment availability via the online services and it appeared that availability was good. It was agreed that they would continue to monitor and record this information, and would provide it to the practice.

Discussion ensued regarding the action points to be agreed. It was felt that continuity of care was an area in which work could be done, both around managing patient's expectations of what continuity of care is, and how the surgery meets these expectations. Further discussion ensued regarding the promotion and use of online services, with a group member enquiring if making test results available online was a possibility. A group member noted that the noticeboards in the waiting rooms were possibly an underused resource.

Action areas agreed:

- 1 Online Services – Promotion of services. Release of electronic test results (if viable). Development and circulation of instructions for use.
- 2 Continuity of Care – Explore further different groups (patients with long term conditions, patients with and ongoing problem etc) perceptions of continuity of care and how the practice meets these.

- 3 Patient Noticeboards – Development of a patient communication board in the waiting area featuring a ‘topic of the month’ section containing up to date and relevant information.

Any Other Business

- **GP representation** – Both group members expressed their disappointment that there was no GP attending the meeting and reiterated how important they felt engagement from the GPs in patient participation is. Practice Business Manager apologised that the GP was unable attend the meeting due to illness and assured the group of their commitment.

Date and Time of Next Meeting.

To be confirmed – before 25 June 2015