

FERRYBRIDGE MEDICAL CENTRE

Minutes of Focus Group Meeting held on
Monday 14 May 2012

Minutes of last meeting

The minutes of the meeting held on Monday 2nd April 2012 were agreed as a true record.

Matters Arising

- Sandra queried the problem with diabetic testing strips raised at the last meeting. Kath has investigated this matter and it was confirmed that only patients who are taking medication which lowers blood sugar need to test their blood. Other diabetic patients do not need to test their blood so will not receive testing strips on prescription. A discussion ensued regarding new guidelines on testing blood sugar levels before driving.
- The Ash Grove Branch Surgery on Argyle Road will close at the beginning of June and the building is to let.

Practice Update

- Dr Osborne will be leaving the practice on Friday as she is relocating. The group expressed their sadness at this as she is a popular and very well liked GP.
- Dr Phipps-Jones will be starting her Maternity leave next week.
- Unfortunately there has been little response to the advertisements placed for a salaried a GP; adverts will be placed again in June for August when registrars will be qualifying.
- Locums will be used in the meantime, a female GP Dr Grandhi will be working for 9 sessions per week, a male GP Dr Jha will be working on Wednesdays and a further male GP Dr Carr will be working on Tuesday mornings, Thursdays and Fridays. This situation will be reviewed at the end of July.
- Dr Brew is back at the practice working for 3 sessions per week focusing on the Primary Care Transformation Scheme.
- Sandra reported that the Nursing team have been undertaking training recently, Vanessa has done asthma training, Helen has done diabetes training and they will both be completing training on ear syringing in the near future.
- Steven expressed his view that the practice has a fantastic nursing team.

Primary Care Transformation Scheme (PCTS)

Sandra gave feedback on the progress on the PCTS, which has been developed after gaps in access for patients were identified. The purpose of the scheme is to encourage patients to attend the practice rather than A&E.

Acute clinics are now being run everyday between 1pm and 3pm staffed by the Nurse Practitioners and Dr Brew, this appears to have freed up afternoon appointments however the balance is still not perfect and will continue to be tweaked, Sandra asked for any ideas or suggestions from the group.

It was also reiterated that even if there are no same-day appointments available patients can speak to a Nurse at anytime through the Long Term Conditions or General Advice Line and they will be seen within 24 Hours.

A further part of the scheme is to develop a care plan for all patients with long term conditions. It is hoped that this will help patients to take ownership of their condition and ultimately prevent admissions to hospital.

Finally there are now two appointments per day which are available for the A&E department to book directly for patients who have attended their department when they could be better served by a GP. This pilot has been running for three weeks and none of these slots has been used indicating there have been no inappropriate attendances.

A discussion ensued regarding the cost to the practice of hospital attendances and admissions and the secondary care budget.

Update on Action Plan

- Signs have now been placed in reception asking patients to stand back and respect others privacy and directing the queue. Kath is looking into having Perspex screens installed to provide more privacy at the desk.
- Approval has been gained to purchase an additional self check-in screen. Kath asked the group to consider where they think this should be placed. Next to the emergency exit was suggested but it was thought that this may cause further congestion in the entrance area where patients are waiting. Steven suggested that the screen could be placed near the GP rooms.
- It was confirmed that Dr Duncan Marlow will be attending the next meeting.

AOB

- **Rowlands Pharmacy** – A discussion ensued regarding the progress made on the upcoming relocation, work has been noted at the back of the building.
- **Station Road** – Keith raised the problem of parking on Station Road; he enquired whether it would be possible to have a disabled parking bay marked directly outside the surgery entrance. Kath will follow this up. The pot holes and uneven surface of the road have been reported to the council.

Date and Time of Next Meeting

The next meeting would be held on Monday 25th June at 2.00 pm, venue to be confirmed following problems with using the Golden Lion Pub.