

Ferrybridge Medical Centre

Patient Focus Group Meeting held on
Monday 16th December 2013 at 2 pm
Venue - St Andrew's Church Hall, Ferrybridge.

Present: 8 Group Members; GP Partner; Practice Representative
(minutes)

Apologies were received from: 5 Group Members

Minutes of Meeting

The minutes of the meeting held on 18 November 2013 were approved as a correct record.

Matters Arising

Lansoprazole – A group member has now had his query regarding Lansoprazole answered and requested that GP Partner updated the rest of the group. There has been new evidence discovered that Lansoprazole (and possibly similar drugs in the same class), which is used to treat indigestion and reflux, can have a number of serious side effects when taken in high doses for a long period, these side effect include heart attacks, changed levels of salts in the blood and seizures. The practice has therefore conducted an audit of all patients prescribed Lansoprazole at a high dose and written informing them that their dose will be reduced. The Group Member stated that he feels it would have been more appropriate for all patients to discuss this with their GP rather than the change being made automatically. GP Partner explained that this would take a significant amount of time and it was felt that the medication change needed to be made as quickly as possible due to the potential risks; however any affected patient who was concerned or had queries was very welcome to discuss the change with a GP. Discussion then ensued regarding other possible medications and lifestyle changes which can help the conditions Lansprazole is used to treat.

Diabetes Noticeboard at Park View Surgery – The group member has passed this matter to the Diabetes UK representative who will look into it further.

Diabetes UK leaflets – A group member supplied leaflets to be passed to the practices diabetes lead.

Practice Update

- The Practice Manager has now left the practice, this was a mutual agreement. A new Practice Manager will be recruited in due course, it was noted that the group would like them to chair their meetings.
- The Deputy Practice Manager who attended the last meeting in the Practice Managers absence is also leaving the practice to take up another role.
- The practice has a new GP trainee, who is completing his second year of GP training following qualification as a Doctor.

Patient Survey

The group worked through the previous year's patient survey evaluating which questions they felt were still relevant. It was highlighted that some patients may feel that they are wasting their time if questions remain the same year on year, after discussion it was felt that although this may be the case for a minority of patients asking the same questions enables the practice to identify trends within patient opinion which is useful information. It was agreed to add a question regarding the use of online appointment booking and prescription ordering to show whether the practices recent promotion of this service had been successful. Question 6 would be removed from the survey as it was felt that all parties are aware of the privacy issues at the reception desks and work is ongoing around this. Question 9 would be amended as two of the service choices in the previous survey are now available in the surgery. An option for a Dietician would be added and Ophthalmology would be broken down into Retinal Photography and general Ophthalmology. The practice representative suggested a question be included regarding how effectively patients feel the practice communicate with them and any suggestions or ideas they have for better communication. Discussion ensued regarding the methods used to communicate with patients with it being suggested that patient newsletter could be made available in places such as the newsagents and community centre as well as the surgery. Practice representative would look into this.

Any Other Business

- A group member queried whether the practice has any information on the recent report in the paper regarding the cessation of knee and hip replacements and tonsillectomies. GP Partner is aware that tonsillectomies are not carried out as frequently as in the past but has

not heard anything regarding knee and hip replacements, she will enquire further and feedback at the next meeting.

- A group member enquired regarding the possibility of routine prostate cancer screening being introduced. GP Partner explained that any screening programme must fulfil 'Wilson's Criteria' and the current tests available are not specific or sensitive enough. Discussion ensued regarding the symptoms of prostate cancer and the tests which would be carried out if a patient presented at a GP consultation with these symptoms.
- A group member reported that his wife and several of her friends have not yet been invited for breast cancer screening even though they are now within the eligible age group. As this is a nationally co-ordinated service GP Partner would provide contact details to Stephen to enable his wife to contact the service.
- A group member has previously requested that the Practice Manager meet with 'AIRE' a group which is concerned with air pollution in the local area to try and obtain funding for air monitoring. Practice representative would contact the group to arrange a meeting.
- A group member asked if the practice would like to sponsor three flower tubs to be placed in St Edwards Close, Byram; the anticipated cost would be £25/£30 per tub. Another group member strongly disagreed with the practice spending money on this, as did one of the other group members. This proposal will be discussed further within the practice.
- A group member enquired whether people who have had shingles can still have the vaccination, GP Partner believes they should but will confirm this and feedback at the next meeting.
- A group member highlighted a recent incident regarding an appointment administration error at Mid Yorkshire Hospitals, it was reported that any incident regarding the local hospitals should be raised via West Yorkshire PALS as they achieve outcomes with high patient satisfaction.
- A group member reported an incident on 10th December when the receptionist in Beauforth House went to discuss a prescription with a GP and left the reception desk unmanned for over 5 minutes. The group member was worried that prescriptions and medication could have been stolen with the desk being left for so long. This would be feedback to staff.

- A group member is aware that an elderly gentleman in Byram is regularly prescribed Viagra which he does not use, is taken from him and sold. She reported this several months ago but it is still happening. Practice representative will make enquiries as to whether this has been investigated.
- A group member queried whether the online system will let him order his prescriptions early over the Christmas period. Practice representative will find out and let him know. It was highlighted that not all staff follow the same procedure when ordering double amounts of medication to cover holidays etc. This would be fed back to the reception supervisor and training provided to staff if needed.

Date and Time of Next Meeting.

The next meeting would be held on Monday 27 January 2014 at 2 pm at St Andrew's Church Hall