

**Ferrybridge Medical Centre**  
**Minutes of Focus Group Meeting held 17 December 2012**

**Present:** 8 group members; Practice Manager; Practice representative  
(minutes)

**Apologies:** 4 group members

**Minutes of last meeting**

The minutes of the last meeting held on Monday 5 November were approved as correct.

**Matters Arising**

**Prostate Service** – A group member informed the group that Dr Speers was very informative when he requesting advice for prostate screening.

**Dietetic Service** – Practice Manager advised that a member had requested consideration be given to a dietician service being delivered in practice. This was being explored. Another member said the service at Pontefract Health Centre was a good local service and could this utilised better.

**Appointments at Mid Yorks Hospital** – One member advised that she had received two complaints from patients:

- A patient receiving her appointment letter after her appointment and the phone not being answered on a Saturday morning when the answer machine stated the appointments centre was open. It was highlighted that there had been problems with the telephone systems and these were now remedied.
- The second complaint related to an out of hours issue and was handled by a GP Partner directly with the patient.

Practice Manager advised that people with complaints against Mid Yorks should take their issues up directly. The Practice does follow up where possible to expedite matters, but there is an obligation to follow the Complaints Procedure if a complaint is received directly from the patient rather than through the practice as a third party. This will ensure that all the facts are considered and the complaint is handled appropriately and a full response provided. Alternatively PALS (Patient Advice & Liaison Service) can be contacted for advice. One member

commented that she had not found this service helpful and asked for up to date contact details for them. It was also noted this was the same for complaints around pharmacies.

It was agreed it would be useful to have a session on complaints at a future meeting. Practice Manager would arrange this.

### **Practice Update**

- Practice Manager gave an update on Byram. She advised they were looking into the lease at Byram to confirm how the lease had could be taken forward. It was acknowledged this was taking time to resolve but the situation had changed significantly. Practice Manager is to have further discussions with Selby District Council about making improvements as there were issues regarding Fire Safety and CQC. At the current time there were no plans to close.
- Following an earlier meeting of the Focus Group with a GP Partner, the Clinical Commissioning Group had now been authorised as a fit organisation and will be taking over from the PCT in April 2013. Practice Manager and GP gave a brief description of what commissioning they will do.
- The CQC application has been submitted and the practice will find out the outcome in a few weeks. GP advised that when premises are visited it is not unusual to have a compliance notice issued, this is because the commission is there to ensure organisations are constantly improving and maintain the standards set down.
- A GP Partner will return from maternity leave towards the end of January and we had now received confirmation that a female GP would be joining the practice in March.

### **Medication review Reminders via text message**

Practice Manager outlined the procedure for red and yellow reminder slips that are attached to prescriptions to enable medication reviews to be undertaken. Since ETP (Electronic Transfer of Prescriptions) went live a few problems have been highlighted. Messages on the script were not getting to patients and patients were unaware they need to have a review. It was proposed to stop using the slips and send a text message or telephone patients to remind patients they need a review.

This removes the third party of the Pharmacy. The Group were asked if they would agree to this change in practice. There was full agreement to take this forward.

A member raised issues regarding using a chemist for scripts through ETP. GP Partner informed the group you can use a chemist of your choice, although it was noted not all pharmacies were fully embracing the new service.

### **Practice Questionnaire**

The revised questionnaire which included amendments agreed at the last meeting was approved. It will be undertaken early next year. One member offered to help distributing to patients, this was gratefully accepted. Practice Manager went over a Clinical Commissioning questionnaire, it was agreed to combine these questions within the practice questionnaire.

Following on from last years patient questionnaire, Practice Manager advised that hopefully funding had been secured for improvements to the front desk at Beauforth House to improve confidentiality.

### **AOB**

**GP Appointments** – A member asked regarding booking appointments in advance with a GP. Practice Manager advised that the aim was 4 weeks but at present due to the uncertainty in locum GP's at present this is not always possible. She did advise the practice was aware of this and was looking at access as a whole to try and improve the situation. It was anticipated this would settle when the GP staffing stabilised.

**Advice line & Walk-In Appointments-** Practice Manager advised that a notice had been put on the Main Reception advising that the Advice Line nurse will review patients who walk in expecting to be seen immediately. This was to ensure patients were seen by the most appropriate clinician and defer certain patients who do not necessarily need an immediate appointment. This provides a common system for patients walking in or ringing the practice. Receptionists will use their discretion if it is clear an immediate appointment is required.

**Group Membership** – One group member raised concern that there were not enough younger members on the focus group. Practice manager stressed that there has been a couple of younger members had been recruited virtually but unfortunately their membership had not continued. The aim was to make the membership of the group as representative of the practice population as possible.

**Thank you** – A group member would like to say a thank you to the nurse and receptionist for their work in the Travel Clinic.

**AAA Service** – Questions were raised as to who can be seen within the AAA service. Practice Manager will send out info to all regarding this service.

**BP Machine** – One member asked whether the BP machine that was in waiting area would be replaced. Practice Manager advised that the practice is looking into developing a health pod within practice but have to identify funds first.

Practice Manager thanked everyone for attending their support over the year and wished everyone a Merry Christmas and Happy New Year on behalf of the practice.

The next meeting will be held on 28 January at 2 pm at the Golden Lion.