

Ferrybridge Medical Centre

Patient Focus Group Meeting held on
Monday 18th November 2013 at 2 pm
Venue - St Andrew's Church Hall, Ferrybridge.

Present: 5 group members; Deputy Practice Manager; Practice representative (minutes)

Apologies were received from: group members Practice Manager

Minutes of Meeting

The minutes of the meeting held on 15 July 2013 were approved as a correct record.

Matters Arising

- It was noted that a group member had not yet received any information regarding the risk of heart attack in patients taking Lansoprazole. Deputy Practice Manager would look into this and feedback to the group member asap.

Practice Update

- **Staffing Update** – The practice's FY2 student will leave the practice on 4th December 2013 and the new FY2 student will join the practice on the same date.
- **Byram** – The work has now been completed on the Byram reception area. It was agreed that Practice Manager will update the group on the progress with Selby District Council.
- **Botox** – A GP Partner is now offering a private cosmetic botox service for patients; this brings income into the practice and does not affect appointment availability for NHS patients.
- **Noticeboard** – It was noted there is no Diabetes UK noticeboard at Park View Surgery, a group member is to follow this up.

Castleford Surgery

The practice is currently in consultation with NHS England regarding the possibility of closing the Castleford branch surgery; this is due to the poor condition of the premises and to enable the most effective use of practice resources. Deputy Practice Manager asked the group for their views on the best way to approach the consultation process with patients. It was felt that the only viable option was to write to all patients who use the Castleford branch, it was suggested that the option of registering at Park View surgery be mentioned on the letter.

Patient Survey

The group reviewed the 'You Said, We Did' feedback from the last practice survey and the results of the National GP survey. A group member noted that she would feel compelled to answer yes to question 29 (Would you recommend your GP surgery to someone who has just moved to your local area?) as there is no other GP surgery in the immediate locality. A group member reported that a friend of his was very impressed that the practice carried out an annual survey and held patient participation meetings. It was agreed that group members will consider last year's survey and results then the next meeting will focus on designing the patient survey.

Any Other Business

- It was highlighted that there was no clinical representation at the meeting; this has happened several times over the past year, the group highlighted how important they feel it is to have either a GP or Nurse at each meeting. Deputy Practice Manager will try to ensure there is a clinician at the next meeting; the group agreed that a clinician being there for the first hour would be acceptable.
- It is thought the practice does not have any of the Diabetes UK leaflets promoting the Wakefield meetings. One of the group members has a small supply which he will donate to the practice.
- The group requested feedback on the delays in the retinal screening programme (please see copy of letter to the practice enclosed). It was queried whether this will end at Pontefract Health Centre. The practice had no information regarding this.
- A group member reported ongoing problems with Rowlands Pharmacy ordering incorrect medication as they are not confirming with patients what they wish to order. Deputy Practice Manager will feed this back to Medicines Management whose role it is to oversee Pharmacies.

- Two group members both reported problems with communication regarding appointments from Mid Yorkshire Hospitals. This will be fed back via PALS.
- A group member highlighted that the practice charter states a routine appointment will be available to patients within 2 days; this was not the case when her husband tried to book an appointment recently. Deputy Practice Manager will feed this back to the practice's access group.

Date and Time of Next Meeting.

The next meeting would be held on Monday 16 December at 2 pm at St Andrew's Church Hall