

Ferrybridge Medical Centre
Patient Participation Group Meeting held on
Friday 19th June 2015 at 11.30am
Venue - St Andrew's Church Hall, Ferrybridge.

Present: 3 group members; *Practice Business Manager, Administration Assistant, GP Partner*

In attendance: Sarah Clarke – *Altogether Better*

Apologies: 1 group member

It was agreed that the agenda item 'Altogether Better – Patient Health Champions' would be moved to the top of the agenda.

Altogether Better – Practice Health Champions

Sarah Clarke introduced herself and explained the background of the Altogether Better service. It was established in 2008 and helps people to take control of their own health by tapping into the resourcefulness of citizens and training volunteers to become 'Patient Health Champions'. She gave examples of ways in which the service can help, enabling Champions to use their interests and passions such as setting up peer support schemes to stop smoking and setting up playgroups for children with additional needs. The process to become a Patient Health Champion is covered in a 2 day workshop with up to 20 people taking the course; practice staff have received training on the scheme and are ready to support Patient Health Champions working in partnership with the practice.

In discussion after Sarah Clarke left, all group members felt that the project sounded a beneficial concept, 2 of the group members felt it would not be something they were suited to participating in.

Introductions

The new group member introduced herself to the group. They are a previous Civil Servant who now works for HSBC and has been involved in many community projects in the past. They wished to join the group as they appreciate that the practice needs feedback from its patients and feels she has skills that she can contribute to the group.

Minutes of last meeting

The minutes of the previous meeting held on Friday 13 March 2015 were agreed as a true record.

Practice Update

Staff – One of the GPs is currently off sick due to a broken ankle, his surgeries are being covered by other GPs where possible however it has been necessary to use locum doctors on occasion. A new Advanced Nurse Practitioner (ANP) will be starting

towards the end of July and has a broad range of skills. One of the receptionists at Park View Surgery is now working at Ferrybridge training to become a dispenser.

Premises – Room 5 in Beauforth House is currently undergoing refurbishment. The practice received a mark of 90% in the recent inspection control audit which was recognised as very good.

CQC – the organisation has pledged to inspect all practices by April 2016 and will be visiting the Wakefield area in September 2015, an inspection of the practice is therefore expected. CQC will rate the practice in a similar way to Ofsted using Outstanding / Good / Requires Improvement / Inadequate ratings and may ask to speak to members of the Patient Participation Group for their feedback, all three members indicated they would be happy to be contacted if CQC wish to speak to them.

Extended Hours at Pontefract Hospital – the current scheme of providing GP and ANP appointments on Saturdays and Sundays for patients across the district which started in February has been extended several times and will now cease in its current form at the end of June. Work is ongoing to design a service which can supply this provision on a long term basis. Discussion ensued regarding 7 day a week opening, with GP Partner explaining that it is hoped that extended opening times for additional services will follow therefore providing improved access to healthcare for patients who find it difficult to attend appointments during working hours.

Practice website & Social Media – Practice Business Partner & GP Partner explained that the practice is currently redesigning its website to move towards a more modern feel with the website containing much more information for both new and existing patients. A group member queried why existing patients would use the practice's own website when appointment booking and prescription ordering are done through SystemOnline? GP Partner responded that the practice wishes to make its website less transactional and more a source of information that clinicians can refer patients to for things such as educational videos and patient information leaflets. Practice Business Manager asked the group if they had any ideas on how the practice could encourage feedback from patients on ideas for the website, it was agreed survey monkey would be used to produce an electronic survey, the link for which could be sent to all patients who have an email address or text message registered with the practice, it was suggested that feedback could be sought by putting adverts in local community magazines. It was noted that the practice has been making more postings to facebook over the past months and has recently joined twitter.

Network PPG Representation – Practice Business Manager explained that the local network that the practice belongs to is founding a Patient Participation Group and asked that if anyone is interested in attending this they let him know.

Access Analysis – A group member had kindly provided data on the waiting time to the next available appointment online. It was noted that the average wait time was around 3 days which was felt to be very responsive with a group member commenting that in his opinion the practice does not have a problem with appointment availability and indeed his experiences when needing to see or speak to a clinician have been extremely good

Action Plan – It was confirmed that the topic of the month noticeboard has been put up in the Beauforth House clinic and another will be displayed in the Byram Surgery as soon as the materials arrive. Discussion within the practice was still ongoing regarding the best process for publishing test results online, however online booking of telephone appointments had just been released.

Any Other Business

A group member enquired if there is currently anything like the previous well man and well woman clinics which used to be run. GP Partner responded that although these particular clinics are no longer provided all patients between the ages of 40 – 74 are invited to have a health check every 5 years.

Date and Time of Next Meeting.

To be confirmed – September 2015

Following the meeting one of the group members advised that she would be interested in attending the Network Patient Participation Group.