

Ferrybridge Medical Centre

Minutes of Focus Group meeting held on Monday 22 April 2013

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

Apologies: were received from 5 group members

In attendance: Expert Patient Programme Co-ordinator

Minutes of the last meeting

The minutes of the meeting held on Monday 11 March 2013 were approved as a correct record.

Matters Arising

Consultation Process – This finishes at the end of May.

Expert patient programme

Practice Manager introduced the Expert Patient Programme Co-ordinator and gave a background to the service. The EPP is a course for people with long term conditions which is run by volunteer tutors to enable people to better manage their condition. Two group members have attended the course, one of these group members attended some years ago and found the course disappointing, however, the other group member has attended more recently and reported a positive experience. The service runs across the country with over 100 courses in the district with the closest being at Pontefract Methodist Church. EPP Co-ordinator gave some examples of the action planning and problem solving which the course covers but agreed that the course is not enjoyed by everyone.

Practice Manager enquired how the service can be publicised. There will be a DVD launched at the end of May which contains 8 case studies and could be shown in surgery, if enough interest is generated an course could be run at the surgery. It was suggested that Hospital radio could be utilised for publicising the service. A group member asked if any medical professionals are involved in running the course. Although not involved in providing the courses they were involved in developing the course and writing the supporting literature. EPP Co-ordinator gave contact details to the meeting and explained if interested they would be placed on a database and then offered the next available place on a local course. She will also provide the surgery with additional publicity material.

Practice Update

- The practice has now taken responsibility for conducting fire drills at the Byram Surgery. Additional funding is being sourced to facilitate refurbishment. Practice Manager discussed the possibility of storing medical records off site, in which case the flat would not be needed.
- A medical student will be with the practice for the next 5 weeks.
- The practice has a new Registrar for a 6 month placement.
- The new female GP is settling in well, working 6 sessions per week.
- A GP has now left as the funding for her position has been discontinued.
- A group member passed on compliments received from patients regarding the care received from two of the GPs.
- Year end has now been completed. There has been a problem with the QMAS submission and NHS England which meant that the contract payment failed for all practices.

PPG Feedback

The survey report has been available to view on the website since 31st March. Practice Manager expressed her satisfaction that several new members had been recruited both as attendees at meetings and as part of the virtual group. The action plan following the survey results was discussed and agreed.

- **Reception** - Work on remodelling the reception areas has started. The desk has been lowered in the high street building and is awaiting new glass being fitted. Cellar access has been moved in Beauforth House to enable remodelling of the reception desk.
- **Online Appointments** - Work is ongoing regarding online appointments. Information has been put in the patient newsletter to help patients get the best from this service.
- **Additional services** – Practice Manager is currently having discussions with a newly qualified foot care assistant around providing a clinic in the surgery. This would be a private service. An NHS hearing aid service provided by Novus and available to the over 55s will be starting in April on the fourth Tuesday in each month. It was noted that patients will still have a choice as to where they are seen. There is the possibility of a non-obstetric ultrasound service starting later in the year. AAA Screening is continuing in the practice, A group member complemented this service. It was

highlighted that all these services are not delivered by the practice, it is simply accommodation provided.

- Further work will be done on improving access for patients with physical and learning disabilities.

111

Keith enquired whether the new 111 service is working well. Practice Manager reported that the service had significant teething problems in Leeds over the Easter period and feedback from practice patients is poor. However, it had worked better in the Wakefield areas. A group member reported examples of patients waiting several hours for a call back which they didn't receive and then a GP turning up at the door in the early hours of the morning. Patients waiting so long to be called back that they visited A&E instead. A group member asked the difference between 111 and NHS Direct. NHS Direct all calls were screened by a clinician whereas with 111 call are answered by a trained call handlers supported by Nurses. Patients are then directed to the most appropriate service. It was noted patients can be referred directly to the GP surgery from the service.

Any other Business

- A group member enquired about a leaflet she had seen recently 'keepournhspublic.com' regarding the privatisation of services. The use of private companies to deliver NHS services was discussed along with the hospital transport system
- **Byram** – Practice Manager asked the group for feedback regarding the possibility of changing the Byram Surgeries half day opening from Wednesday to Tuesdays no objection was raised from the group. Additional appointments would be provided to cover the weeks when there was closure due to TARGET events.

Date and Time of Next Meeting

The next meeting will be held on Monday 03 June 2013 at 2pm, The Whitfield Suite, St Andrews Church.