

Ferrybridge Medical Centre

Minutes of Focus Group meeting held on Monday 24 September 2012

Minutes of the last meeting

The minutes of the meeting held on Monday 6 August 2012 were approved as a correct record.

Matters Arising

Condolences – Kath reported that Rita's husband had recently died unexpectedly. A card was signed by everyone present and will be posted to her.

Diabetes Lancets – It was queried who pays and who doesn't for lancets with Steven reporting that last time he ordered his lancets they were on a private prescription. Dr Marlow reported that there has been a computer glitch recently which has caused problems with the prescribing of these items. Steven suggested that more information could be displayed on the prescription counterfoil; Dr Marlow agreed this was a good idea. Keith reported that he did not order lancets on his last prescription but did receive them; it was thought this may be part of the same glitch.

A discussion ensued regarding the differing guidelines between hospitals and primary care for the testing of blood sugar levels. There was some disagreement as to how far this discussion be extended with Dr Marlow expressing his view too much time was being spent discussing secondary care problems whilst Steven felt Dr Marlow was being dismissive of his concerns.

Blood testing for diabetic drivers – Concern was expressed that there is no clarity on the guidance for drivers testing their blood sugar levels before driving. It was reported that there is disparity between the advice from different bodies. The District Diabetic group Keith belongs to will be feeding back through Diabetes UK to DVLA.

Action Plan – A bid has been submitted for funding to make the reception desk at Beauforth House more confidential.

ETP – Electronic Prescription Transfer will be going live on Tuesday 25th September. This scheme will allow patient to choose to have their prescriptions sent electronically to their nominated pharmacy.

Patients would be able to collect repeat medication from the pharmacy without calling into practice to collect their prescription. It can also be used for acute prescriptions. Ideally once leaving the surgery following a consultation the medication should be ready for the patient at their nominated pharmacy. It was noted this was a choice for patients if they wished they could continue with their current arrangements. It was thought this would be most beneficial to patients who struggled to get into surgery for example, if they worked a distance away from the practice and could collect medication from a pharmacy adjacent to their workplace.

This did not impact on patients who were eligible for dispensing from the practice as they would still be able to collect medication direct from either Byram or Ferrybridge

This will reduce the footfall within the surgery as patients and the Reception will be less busy.

Park View Surgery has been running as a pilot site for the past few months and report that the scheme has been working well. A discussion ensued regarding the costs of this scheme, Kath reports that this has been driven by the pharmacies, however the importance of GPs retaining control over medication was agreed by all.

Practice Update

- 3rd year medical student Mark will be with us for 5 weeks sitting in with the GP's and Nurses and holding Minor illness clinics.
- Dr Speers became a partner on 1st August 2012.
- Dr Jha will be with the practice until November and is then relocating. Dr Khan will be here until the end of January when Dr Phipps-Jones returns. Interview for a salaried GP will take place next week. Recruitment has proved difficult for this vacancy with newly qualified GPs appearing to have a preference for locum opportunities in the first instance.

- Flu vaccination clinics have now started. The Wednesday evening clinic was held in the High Street building and was extremely crowded with people queuing out of the door, this restricted wheelchair access. It was noted that a large number of patients attended well before their allotted appointment time which contributed significantly to the overcrowding. A discussion ensued regarding the best way to make the flu clinics work, it was suggested that patients who cannot attend the clinics could be vaccinated opportunistically eg at diabetic review. It was confirmed this was usual practice.

Terms of Reference

Kath highlighted that the group have not yet finalised the terms of reference. She presented a draft version based on those suggested by Giesla, several amendments were suggested. It was agreed that the finalised version (attached) will be sent out with the minutes for the group's consideration and amendment.

Clinical Commissioning Engagement Plan

An engagement plan has been developed by the Wakefield clinical commissioning group and Kath asked the group for their feedback on a patient questionnaire that they have developed focusing on two areas, Urgent care and Prevention. These were areas where commissioning intentions were being developed. The feeling from the group was they would probably not complete the questionnaire if it was sent to them as they found it inappropriate and felt that they were repeatedly asked these same questions.

Practice Questionnaire

The practice will be looking to carry this out in the coming months. Kath asked the group to consider the areas they wish to cover in the survey and this will be discussed in further detail at the next meeting.

Any other Business

- **Dr Marlow** – A discussion ensued regarding the exchange between Steven and Dr Marlow, the group felt that Dr Marlow

should have been briefed more thoroughly before the meeting as to the service the group provides to the practice and its aims.

- **CQC** – The practice must register with CQC by 1 April 2013. This body will visit all practices within 2 years of their registration. They are also able to make unannounced visits based on concerns and complaints received from members of the public.
- **TARGET** – The group enquired what the purpose of the monthly TARGET event is. Kath explained that on day a month is set aside for all the GP surgeries in the Wakefield District to participate in staff training. On occasion this is provided by the PCT at a local venue, at other times in-house is completed.
- **Meeting venue** – It was reported that the Golden Lion pub is for sale. An alternative venue will be found if the need arises.
- **Shuttle Bus service** – there have been reports of patients being left behind at Pontefract by the bus. Steven and Kevin both believe that this service is now intended to transport patients to appointments, not just for visitors. Kath will raise this with Mid Yorks Trust.
- **Health Pod** – Keith enquired whether any progress has been made to reinstate the blood pressure machine in the waiting room. Kath reported that the practice has applied for funding to develop a 'health pod' which will enable patients to measure and weigh themselves, take their blood pressure etc. She asked for suggestions as to where this could be sighted, it was felt it would be better in Beauforth House due to the limited opening hours of the High Street building.

Date and Time of Next Meeting

The next meeting will be held on Monday 05 November 2012 at 2pm