

## Ferrybridge Medical Centre

Patient Focus Group Meeting held on  
Monday 27<sup>th</sup> January 2014 at 2 pm  
Venue - St Andrew's Church Hall, Ferrybridge.

Present: 6 Group Members; Nurse Practitioner; Practice Representative  
(minutes)

Apologies were received from: 7 Group members

### **Minutes of Meeting**

The minutes of the meeting held on Monday 16 December 2013 were approved as a correct record.

### **Matters Arising**

**Patient Newsletter** – It was requested that copies of the next patient newsletter are brought to the PPG meeting when it is published.

**Cessation of Hip/Knee replacements** – Further discussion ensued regarding this. It was confirmed that Mid Yorkshire Hospitals NHS Trust policy or criteria have not changed.

**Sponsorship of flower tubs** – It was highlighted that several of the group members do not agree with the practice sponsoring flower tubs in St Edwards Close, Byram and would like their objection to be noted by the partners.

### **Practice Update**

- The practice is currently in consultation to close the Castleford branch, information letters have been sent to all Castleford patients inviting comment. The practice feels that it is unable to provide a high quality service to patients from this premises.
- The practice is currently exploring the option for turning one of the patient toilets in the High Street building into a 'health pod' where patients would be able to measure their height, weight, blood pressure etc. This would also provide a confidential area for patients to discuss any personal issues or requests with the receptionist. Discussion ensued regarding the lack of privacy in both reception areas with a group member highlighting that this issue has been ongoing for at least 2 years and it appears that no progress has been made. Nurse Practitioner explained that every solution proposed

creates additional problems but the surgery is committed to improvement. The group feel that the best option would be a Perspex screen from the reception desk to the ceiling. A group member suggested seeking advice from an acoustic consultant; Practice Representative would look into this.

- Nurse Practitioner highlighted that the practice is no longer using locums. GP Registrars are qualified doctors who are completing their training to become GPs; they are with the practice for a 6 month period. The two GP Registrars currently with the practice are coming to the end of their rotation and will be leaving next month. The practice will then have two new GP Registrars. FY2 Students are in their second year of training post graduation and are therefore also qualified doctors; they complete 6 month periods in several different specialities including general practice to enable them to decide which area to specialise in. The practice will be providing placements to student nurses from April.
- Nurse Practitioner is cutting her hours at Wakefield CCG from April and therefore will be in the practice for an extra 2 sessions per week.
- Recruitment of a Practice Manager is ongoing with interviews being held in February. Another Nurse Practitioner is currently being recruited as two of the Nurse Practitioners are reducing their hours, the successful applicant will be highly skilled in managing chronic diseases enabling the practice to improve their service to housebound patients. An advertisement for a full time practice nurse will be placed in the near future as one of the Practice Nurses is leaving the practice. This will be a developmental role, ideal for a newly qualified nurse or a nurse with little experience in general practice.
- A group member queried whether Nurse Practitioner is still involved in the diabetic clinic; she confirmed that she no longer sees patients in the clinic now that other nurses have the appropriate training.

### **Patient Survey**

The group approved the updated patient survey and this will be distributed to patients as soon as possible. Several of the group members volunteered to come into the surgery and encourage patients to complete the survey.

### **Any Other Business**

- A group member highlighted that he is disappointed has heard nothing further regarding hospital walk rounds with Dr Earnshaw, he no longer wishes to pursue this.
- Another group member highlighted that the ketone strips on her repeats have to be discarded 6 months after opening but the interval for ordering is yearly. This would be investigated and amended for patients as appropriate.
- A group member updated the group on the Retinal Screening situation. All screeners are now back at work and the backlog of patients is slowly clearing.
- A group member would like to pass on his thanks to the receptionist and Dr Speers who dealt with his urgent problem over the Christmas period. Another group member would like to compliment Dr Kola who was extremely thorough when he saw her and another group member would like to express her appreciation to Dr Fester.
- A group member queried whether the walk-in chest x-ray service is still available at Seacroft Hospital. Practice Representative would find out and feedback.

### **Date and Time of Next Meeting.**

The next meeting would be held on Monday 10 March 2014 at 2pm at St Andrew's Church Hall