

FERRYBRIDGE MEDICAL CENTRE

Minutes of Focus Group Meeting held on
Monday 2 April 2012

Minutes of last meeting

The minutes of the meeting held on Monday 5th March 2012 were agreed as a true record.

Matters Arising

- Due to feedback from a group member regarding the timing of recent meetings it was agreed that in future meetings will be held on a 6 weekly basis rather than trying accommodate all individual's schedules. It was accepted that not all group members will be able to attend every meeting. The next 4 meetings will be held on:

Monday 14th May 2012 at 2pm – Ferrybridge Community Centre

Monday 25th June 2012 at 2pm – Ferrybridge Community Centre

Monday 6th August 2012 at 2pm – Ferrybridge Community Centre

Monday 17th September 2012 at 2pm – Ferrybridge Community Centre

- Kevin noted that Kath had discussed the results of the patient survey in the last practice meeting and requested that feedback is given to the group from relevant issues discussed in future practice meetings.
- Kath advised the group that the practice has now set up a facebook page to help communication with younger patients and those that visit the surgeries infrequently.

Staffing Update

Dr Phipps-Jones will be going on maternity leave the last week in May until January. Kath is trying to recruit a female for the entire period to provide continuity. Dr Brew will be returning for 3 sessions a week from the end of April as part of the Primary Care Transformation Scheme – see below.

Patient Participation Report

The patient participation report has been completed and was sent to Giesla; this has been accepted and approved. The report had been put on the website for patient's reference and copies of the report were available at the meeting.

A discussion arose around the Action Points regarding the comments made and privacy at the reception desk at Ferrybridge with Kath confirming that for the short term additional notices will be displayed asking patients to respect others privacy. Options would be explored for a longer term solution which include fitting some kind of acoustic hood.

The placement of the self-check in screen was also discussed with the consensus being that it would be better placed near to the fire exit on the left side of the waiting room.

Kath showed the group an example of the format which will be used to display the results in all the surgeries and the group confirmed that they were happy with this. A simpler version of the results will also be published in the next newsletter. Jennifer suggested putting a thank you message to all the people who completed the survey in the newsletter. This was agreed.

Primary Care Transformation Scheme

This scheme will be undertaken by all the practices in the Wakefield Alliance Clinical Commissioning Group with the objective of reducing Accident & Emergency attendances and admissions and consists of 3 elements.

Patients suffering from one of the 6 long term conditions (LTC) which cause the most emergency admissions in the area will have a care plan developed and given to them by the practice; these conditions are Diabetes, Asthma, Chronic Obstructive Pulmonary Disease, Epilepsy, Chronic Heart Disease and Stroke.

The Hospitals Emergency departments will redirect patients who have attended A&E inappropriately and will be able to book them directly into a GP appointment at the surgery. The arrangements for how this will work have yet to be finalised.

Finally the practice will be offering additional on-the-day appointments over the lunchtime period; these appointments will be provided mainly by Dr Brew and the Nurse Practitioners and will cover lunchtime and early afternoon period where there are currently no GP appointments.

There was concern expressed at the Councillors being involved in decision making around healthcare; Kath advised that although there

may be a representative on the Alliance Board and they will not be involved in deciding policy.

Priorities for the coming year

Kath asked the group to think about what their priorities as a group were for the coming year.

The group noted that a GP or Nurse have not attended a meeting since 21st November 2011 and strongly feel that a GP and Nurse should be in attendance every time for the duration of the meeting, not only to answer medical questions but also to provide opinions and advice from their perspective, as the group currently perceive that they are giving all the input and not receiving much back from the medical staff. Kath reiterated how the group has recently been focusing on the patient survey which did not need clinical input and how helpful the groups work on this has been. A discussion ensued around how clinical attendance could be facilitated as Monday afternoons are the practices busiest time; unfortunately the group are unable to change the day or time of the meeting. The group advised that they do not mind which GP attends or if it is a different GP from meeting to meeting and would like to formally request that a GP and Nurse attend the focus group meeting on a regular basis. This would be their top priority. There was discussion around other areas the group would focus on and suggestions made. It was agreed that the group's priorities would be as follows:

- ❖ Regular attendance by a GP and Nurse
- ❖ Completion of the action plan
- ❖ Regular updates from Link/Healthwatch
- ❖ Regular updates from Carers Wakefield

AOB

- **Electronic Transfer of Prescriptions Scheme** – Kath gave details of this new scheme, a pilot has just been completed and the scheme is being rolled out in the Normanton area first. Patients will no longer have to visit the surgery to collect their repeat prescription; it will be transferred electronically to the pharmacy of their choice. Patients will be under no obligation to nominate a pharmacy to use and there will be no change for dispensing patients. A discussion ensued regarding the current and proposed systems with queries regarding early ordering of scripts due to holidays (which will be facilitated under the new system) and why prescriptions cannot be given for 2 months supply of medication (the practice follows NICE guidelines which indicate 1 month)

- **Closure of Ash Grove Branch Surgery** – There was a discussion regarding the report in the local paper of the closure of the Ferrybridge branch surgery of Ash Grove. It was agreed that this had not been worded well, with several reports of patients asking the practice receptionists when the surgery on High Street was closing. Kath reported that the practice has gained patients due to this closure.
- **Newsletter** – Following on from the inclusion of the survey results in the newsletter a discussion ensued regarding the contents of the next newsletter. Kath suggested that the group may like to have a section in each newsletter for their news.
- **Carers** – Kevin reported that his neighbours had been in touch with Carers Wakefield and they had not been able to help them with several of the issues they advertise help for. Kath would look into this, she would also find out if there were any support groups for people caring for those with mental health problems in response to an enquiry.
- **Transport** – Rita reported that she knew of a patient who was discharged from LGI after a problem with their heart and had to pay £25 for a taxi home as the Hospital would not provide transport. Kath advised that they may be able to claim this money back if they are unable to work because of their health and are receiving benefits.
- **Diabetes** – It was reported that a diabetic patient had to purchase their testing strips. It was thought that these should be available on prescription. Kath will look into this.
- **Feedback** – Jennifer reported that some reception staff are still not giving their names when answering the telephone with Kevin reporting that he had waited on the line for 20 minutes before abandoning a call. Jennifer also reported that when she spoke to Michelle she had been extremely helpful and she was impressed with Dr Marlow when he visited her Mother, he then updated Dr Barraclough before he visited who was very good too.

Date and Time of Next Meeting

The next meeting would be held on Monday 14th May at 2.00 pm at Ferrybridge Community Centre.