

Ferrybridge Medical Centre  
Patient Participation Group Meeting held on  
Thursday 2<sup>nd</sup> October 2014 at 1.30 pm  
Venue - St Andrew's Church Hall, Ferrybridge.

Present: 1 group member; Practice Business Manager; GP Partner; Administration Assistant.

Apologies: 3 group members

### **Introductions**

Practice Business Manager introduced himself; he had previously worked at a GP practice in Beverley and before this was involved in marketing in an unrelated sector. Administration Assistant introduced herself as a practice Administration Assistant who would be the primary contact for the group members. GP introduced himself as one of the GP Partners who specialises in Diabetes Management and has not previously been involved in the group.

Practice Business Manager gave a background of the history of the group, the purpose and role of patient participation and how it can benefit both the practice and the patients involved. He then asked the group member to introduce himself and share his reasons for joining the group.

The group member responded that as he was recently retired and had more free time available he was looking for additional interests. He feels that as he is an extensive user of the practice he is ideally placed to give feedback and suggestions on the practice from a patient's point of view.

### **Terms of Reference**

Practice Business Manager presented the proposed terms of reference for the group and requested that group member appraise these after the meeting. Feedback on any proposed changes was requested or if satisfied with the terms it was asked that this document was signed and dated.

### **Practice Update**

Practice Business Manager & GP briefed the meeting on recent changes within the practice. Dr Mone had retired earlier in the year and a female GP; Dr Rebecca Farrelly, had been employed. 3 Nurses had been engaged, Lynne Anderson who is newly qualified; Andi Hill who specialises in wound management and Catherine Beaumont who was previously a Community Matron in the local area. In addition two new receptionists have been recruited and are undergoing training.

### **Friends and Family**

Practice Business Manager informed the meeting of the 'Friends and Family test' (FFT) scheme which already exists in Hospitals and is being introduced to GP practices from

1<sup>st</sup> December 2014. All patients who contact the surgery will be given the opportunity to answer two questions, “How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?” The responses available will be ‘Extremely likely’; ‘Likely’; ‘Neither likely or unlikely’; ‘Unlikely’; or ‘Don’t know’. A further question asking patients why they have given this answer will also be asked.

Group member queried whether this was a practice initiative or was mandatory and expressed his concerns regarding the format of the questions as he felt patients who were unhappy with their experience would be more inclined to leave feedback. Practice Business Manager advised that this was a Government project which all GP practices must take part in nationally however the practice has been collecting feedback from patients for many years via avenues such as comments slips in the surgery, the NHS Choices website and an annual patient survey. He confirmed that all replies will be anonymous.

Discussion ensued regarding the methods of promotion to be used to reach the widest patient population and ensure accessibility for all patients. It was agreed that completion via a combination of paper, electronic devices and the practice website would enable responses from the greatest number of patients. Promotion of the opportunity would be as widespread as possible, patients do not have to be asked to respond to the FFT question after every interaction but the opportunity should be available for patients who wish to provide feedback to do so at any time. There would be information on the practice website, facebook page, the NHS choices website and the patient call in board; a note located on the counterfoil of repeat prescriptions and posters in surgery to advertise the scheme. Practice Business Manager advised that although the latest implementation date is 1<sup>st</sup> December 2014 the practice would like to start collecting this feedback as soon as possible.

### **Flu vaccinations**

Practice Business Manager explained how the practice vaccinates its approximately 3000 at risk patients using a mix of specific flu vaccination clinics, Saturday morning sessions and opportunistically at other contacts with patients. Group member stated how well organised he felt the vaccination programme was and that he had always been more than satisfied with the service he has received.

### **Long Term Condition Reviews & Care Plans**

GP Partner informed the meeting that the practice is currently in the process of changing how patients with long term conditions such as Asthma, Diabetes, Hypertension etc are recalled for their annual review. Patients will be invited to attend one appointment to review all their conditions, the invitation will be sent in the month of their birth to aid patients in remembering when their review is due.

Group Member queried whether this meant that all diabetic patients would now be reviewed annually rather than 6 monthly and expressed concerns that for patients with multiple conditions a single appointment may be too brief to cover all areas. GP Partner confirmed that patients with diabetes will continue to be reviewed 6 monthly if this is clinically appropriate, however the timing of these appointment will be gradually altered so that one is around their birthday and the other 6 months later. Discussion of the

cross over in treatment advice between conditions followed and it was clarified that appointments would be of up to 30 minutes in length depending on the combination of conditions to be reviewed.

### **Any Other Business**

- Discussion ensued regarding the recently publicised budget cuts to the NHS, the proposed 8 till 8, 7 day a week working, the shortage of trainee GPs and what this means for the local area. GP Partner encouraged the group member to write to his local MP regarding the planned cuts.
- Mechanisms for further recruitment to the group were considered. Inviting local councillors and community leaders were contemplated.

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

To be confirmed