

Ferrybridge Medical Centre

Minutes of Focus Group meeting held on Monday 6 August 2012

Minutes of the last meeting

The minutes of the meeting held on Monday 25 June 2012 were approved as a correct record.

It was agreed that when comments are recorded it will be highlighted in the minutes who by.

Matters Arising

Station Road – this has now been resurfaced following repeated correspondence from the practice. The road markings still need to be applied; a keep clear marking will be placed in front of the dropped kerb to allow for disabled access however disabled parking bays will not be marked as these are for use outside residential properties only.

Practice Update

- Dr Mone has appointed a newly qualified locum, Dr Khan who will be working Tuesday to Fridays until January.
- Dr Rizwan's last session will be Friday 10th August.
- There has been little interest in the Salaried GP post with two applicants to be interviewed.
- Dr Pinder and Dr Brew are the only female GP's at the moment, Dr Phipps-Jones will be returning from maternity leave at the end of January and the practice's next registrar will be female.
- Kevin expressed his dissatisfaction that Dr Mone was taking three weeks away from the practice to volunteer at the Olympics, as he feels that practice patients are being sidelined for financial gain. Kath made it clear that this had been a longstanding ambition for Dr Mone and he will receive no payment for being at the Olympics. There was general agreement from the group that they support Dr Mone's decision to volunteer.
- Kevin queried the process for completing insurance letters and reports when patients have been seen by a locum. Kath reported that locums do not deal with private work and they would be passed to the last regular GP to see the patient. A discussion ensued regarding the time taken to complete these, Kath advised

that NHS work is always prioritised over private however she does feel that 6 weeks is a long time to wait. Stephen suggested that 28 days would be more acceptable.

- The Infection Control Team had recently visited the Ferrybridge High Street branch, this visit went well.
- Helen Weller and Carole Morgan from Park View Surgery have both passed their diabetes diploma; Sandra is back in the diabetic clinic after the departure of Dr Osborne. A discussion of diabetes management ensued including questions regarding gestational diabetes, the use of testing strips and the possibility of sending patients blood tests results before their review appointments, it was agreed this is not feasible.

Action Plan

1. An additional self check-in screen has been placed at the end of the reception desk. The practice is still exploring ideas for increasing privacy.
2. Information about the availability of online bookable appointments was provided at the last meeting. It was noted that there are almost no appointments available to book 3 to four days in advance. A survey of patients using online booking is still to be done.
3. Work on 4 week advance appointments is still to be done.
4. Work on double appointments is still to be done.
5. Staff have been reminded to give their name when answering the phones however Jennifer reported this is still not consistent.
6. Kath is exploring the feasibility of community services.
7. Kath will be meeting with Simon Parkinson of Selby District Council (SDC) to look at the lease, fire check and possible improvements. Jennifer offered to raise any relevant issues when meeting with SDC. Kath advised that the practice needs to look at the long term future before deciding whether to take on the full lease.
8. Ann is currently working on the plans for the coming flu vaccinations.

What makes a good practice?

Kath handed out a paper entitled 'What makes a good practice?' which is an example of the work that LINK do, and asked for feedback on any areas for improvement it highlighted. Various issues in contained in the paper were discussed and it was agreed to defer this to the next meeting so the group have the opportunity to examine the paper more closely.

Community Ophthalmology Service

A service to replace Birkdale has been commissioned; 'The Practice PLC' is a private company which will deliver NHS Services from Ash Grove Surgery, Knottingley; The Grange, Hemsworth and Lupset Health Centre. When the backlog of patients is cleared there will be a short waiting time with the service at Knottingley able to provide cataract operations and out-patient follow up. It was highlighted that transport will only be available for patients that meet strict criteria.

Abdominal Aortic Aneurysm Screening Programme

Kath gave an outline of this new national screening programme for all 65 year old men. There will be two sessions held at Ferrybridge for the practices patients in September and October. All organisation and follow up is done within the scheme with GP's able to refer any patient they feel is at risk, even if they are not eligible for screening as part of the scheme. Kevin requested a copy of the leaflet Kath handed round be sent to all the group members.

LTC Care Plans

All diabetic patients will be given a wallet card over the coming months with details of their condition and medication to enable appropriate medical care in an emergency.

Care plans are not just for diabetic patients, they will be developed for all patients with COPD, Asthma, Epilepsy, Ischemic Heart Disease, Diabetes and Stroke.

Any other Business

- Dr Marlow – Jennifer passed on feedback from a Byram patient for Dr Marlow, they had been extremely satisfied with the care received from him.

- Kevin raised a problem which has become apparent with the Mid Yorks appointment system. He reported that his wife has received a letter asking her to telephone for a follow-up appointment with the consultant, when she called there were no appointments available. This is a cause for concern as she had been advised by the consultant that she needed to be seen within a specific time frame and due to the lack of availability this was not possible. Kevin gave permission for the details of this problem to be disclosed therefore Kath will raise it with commissioning and also as a complaint to Mid Yorks.

Date and Time of Next Meeting

The next meeting will be held on Monday 17 September at 2pm