

**Ferrybridge Medical Centre  
Patient Participation Group Meeting held on  
Friday 6 November 2015 at 10am  
Venue – St Andrew’s Church Hall, Ferrybridge**

**Present:** 3 group members, Practice Business Manager, Administration Assistant, Senior Receptionist, GP Partner

**Apologies:** 2 members

**Introductions:**

A new member introduced himself to the group. Administrative Assistant introduced herself to the group she has taken over the role from the previous administrator. Senior Receptionist at Park View Surgery introduced herself and advised she will be the administrator for Park View’s PPG and was attending the meeting to gain insight as to how it works and what is discussed.

**Minutes from last meeting:**

The minutes of the previous meeting held on 19 June were agreed as a true record

**Action Points:**

None arose

**Practice Update:**

**Staff:** We have a GP Registrar who will be with the practice until August 2016 and FY2 who will be with the practice until December 2015. A Salaried GP is covering maternity leave and will be with the practice until February 2016.

Information was supplied regarding training GPs. The Practice is a training practice and is officially approved to teach and train GPs, Nurses and Medical Students. Member asked if they were trained to see patients. GP Partner informed they are all qualified practitioners and are provided with debriefs with all GP’s throughout their clinics. Practice Business Manager also informed the group that been a training practice provided income.

**Recruitment:** The practice is in the process of recruiting 2 receptionist/dispensers. This is due to the fact that a receptionist has left. The Practice is replacing one near full-time role with two part-time roles.

From January the practice will have a Healthcare Assistant Apprentice. This will be run in conjunction with Barnsley College. The post will start in January 2016. Student Nurses from Huddersfield University also attend the practice on a regular basis. They sit with clinicians to get a further understanding of General Practice. Dr Speers informed the group about the Physician Associates. It is a 2 year training scheme run by Leeds University. It is a healthcare professional who, while not a

doctor, works to the medical model, with the attitudes, skills and knowledge base to deliver holistic care and treatment within general practice. A student will be with the practice on a Friday for one year. At present he sits in with the clinicians in their clinics. GP Partner advised that within the next few weeks he will see pre-selected patients.

**Premises:** On-going refurbishment was happening within the practice to meet infection control targets. The sinks and flooring in the consultation rooms at Beauforth House were under refurbishment.

**Extended hours:** The extended hours service that has been running from Pontefract Hospital will continue until March 2016. Up until October there service was running on a Saturday and Sunday. It will now run on a Saturday only from 9am until 6pm. The service is available for all patients from the Pontefract, Knottingley and Ferrybridge area.

**Network 4 PPG Representation:** All practices within each Network will have a patient representative. One member of the group has agreed to be our practice representative and will attend regular meetings.

The group were informed about what a Network was. The Wakefield District is split up into practices based on their locality. Ferrybridge is part of Network 4. Other practices in our Network include, Ashgrove Surgery, Knottingley, Stuart Road Surgery, Pontefract, Northgate Surgery, Pontefract and Friarwood Surgery, Pontefract. Networks provide a forum where they can take ownership, contribute to and shape the network and ensure appropriate consistency, shared learning and innovation.

#### **CQC update:**

The practice had a CQC visit in September. A member was thanked for his help on the day as the PPG Representative. The group were informed that the visit went well. The practice were informed on the day that they met good standards. The practice is awaiting a final report in the coming months.

#### **Practice Website:**

The practice is looking at updating the website, the way it functions and how patients use it. The majority of members did not know the practice had a website. Discussions were had regarding what information should be available. The group were advised there would be links to trusted websites i.e NHS choices, patient.co.uk, for patients to gain information. In the medium term future some practices will have the option of web GP, where you can speak to the GP via video link and not need to attend surgery. The new design website will also be available in a mobile view for patients who use Smartphones and Android devices. It was agreed that once the new design had been developed the group would give feedback and suggest any other ideas. The PPG did not think it would be productive to ask the wider patient population about their thoughts on the website.

## **System One Online:**

2 members informed the group that the on-line booking system was easy to use to book appointments and order repeat prescriptions. The group were asked if it would be a good idea to set up a user group, to show patients how to book appointments and order prescriptions online. 2 members would be interested in helping setting up and running the group. Discussions with the group regarding releasing full medical records on-line went ahead. The records will be prospective; i.e. the information will be available after the start date and not retrospectively. This process will be available by 1 April 2016. The practice can restrict how much the patient sees and from what date. At the minute work is been done within practice to make sure there is a smooth transition.

## **Federation:**

Ferrybridge and Park View Surgery are working in conjunction with Elizabeth Court Surgery, Castleford, Kings Medical Centre, Normanton and Queens Street Surgery Normanton to deliver services in the community rather than the hospital setting. This could mean, for example, seeing a Respiratory/Dermatology consultant in the community. The federation is wanting to have more control what service it provides for its patients, based upon what our patients need. The practices have a meeting coming up and will keep the group up-to-date with what is happening.

## **Altogether Better - Practice Health Champions:**

An introduction as to what is a Practice Champion was given. Practice Champions are people who voluntarily give their time to work with the practice to find new ways to improve services the practice offers and to help and meet the health needs of patients and the wider community. The practice has 7 Health Champions. Over the coming months they will be setting up their own user groups for the community and patients to attend. If the service runs well there will be scope to expand the service and make is a charitable organisation.

## **Patient Survey:**

The annual survey is not mandatory but it would be good practice to get patients feedback. All the group were in agreement. Information to get ideas from the group will be sent out.

## **AOB:**

Feedback was given that the Facebook page was excellent with varied and interesting content.

A member asked why the nasal flu was not offered to adults. It was advised the nasal flu was not effective in adults.

It was queries if a data analysis had been done to monitor appointments. Due to System One's limited software coding it was hard to run a detailed report.

Telephone appointments. There are more available, almost double in number, and these are being used appropriately.

Queries were raised whether skype would be used in the future for GP consultations. The group were informed that this could happen within the next couple of months in parts of Wakefield.

Enquiries were raised regarding the self-check in screen in reception. A member asked if a message could be issued if a patient books into the wrong building. The Practice is to investigate this further.

The group were asked if they were happy with a GP Partner attending the meeting. They were happy with this but would be happy for other clinicians to attend the meeting.

**Next Meeting:**

TBA