BEECHWOOD MEDICAL CENTRE (BMC)

Minutes of Patient Reference Group (PRG) Meeting held on Monday 13th July 2015 at the Beechwood Medical Centre

Present: Elliott Summers (BMC, Chair), Pat Tighe, Julie Rawson, Alan Machin, Michael Walker, Brian Richardson

Apologies: Pauline Luniw (unavailable for meetings at present), Doreen Donnelly, Jean Coles.

1. Introductions

The chair welcomed all attendees and thanked them for time and effort.

1. Beechwood Update

The Chair proceeded to inform those present of the current service delivery status and also worked through the minutes of the last meeting. This information included;-

* 1. List growth –Minimal list growth has been experienced in the last quarter with growth of around 35 patients making the current list total 8150. With funding being reduced year on year the BMC intends to pursue controlled list growth to ensure financial stability. This can only be done with due cognisance of clinical availability and waiting times. A local leaflet drop is planned for late Summer to stimulate interest.
  2. GP Waiting times – The average waiting time to see an unspecified GP if calling at 0800 daily had been achieved at 7 days or less for this quarter. However this has only been achieved by imposing 7 day embargoes on some GP appointments and therefore this does not necessarily reflect waiting times for customers calling later in the day. In an attempt to improve waiting times a fifth GP, Dr Farooq, has now been recruited for 7 shifts per week. Unfortunately one Nurse Practitioner has simultaneously resigned and so we will not feel the real benefit of the extra GP until the new Nurse Practitioner, recruited to replace the leaver, starts work on 24/08/15. In the interim waiting times will be challenging and locums are being sought as a short-term solution.
  3. Seven day opening. This has proved to be very popular with excellent success rates with smoking cessation and a high level of smear activity. It was highlighted that the BMC staff volunteer to work weekends and it is not a contractual obligation. It was also highlighted that it is a limited service on Saturdays and Sundays and the telephones are not activated on Saturdays to protect the staff from being overwhelmed.
  4. Medication Reviews – Independent Prescribing Pharmacists are now under-taking medication reviews to free up GP time generating more appointments. Those present understood the benefits of this project and stated that whilst at first it seemed a bit strange that they felt in the fullness of time it would become the ‘norm’.
  5. External automated doors – These had failed recently and were the subject of a temporary repair. They are expected to be upgraded week commencing 20/07/15.

1. Action Plan update-
   1. Appointments explanation leaflet – ES presented a draft leaflet for the group to consider. Some feedback has already been received and will be acted upon. It is hoped to have the information leaflets printed in time for the next meeting once all feedback has been received. Open
   2. GPs booking follow up appointments – The GPs have agreed to this request. Closed
   3. Seating for the flu clinic – Accepted, this will be provided. Closed
   4. Wi-fi installation – This has yet to be delivered by the NHS IT. Open
   5. Email appointments – The Partners have agreed to trial this but the current appointment pressure means that it will not be immediately. ES to update at the next meeting. Open
   6. Disabled parking signage – ES had been unable to procure appropriate signage. BR offered help, signs have now been purchased and are awaiting the builder to erect. Open
   7. Fold-up wheelchair- one has been ordered and is due to arrive on 22/07/15. Open
   8. Test result methodology – It was agreed that bad news test results should be delivered face-to-face and that this is now a standard operating procedure.
2. AOB
   1. MW stated that one sunny days the call screens were difficult to read and also that the timeline for being notified to go the clinician remained too short. ES has instructed IT to lengthen the screen display information and will look at ways of deflecting the sunlight. Open
   2. AM pointed out that there were some wires hanging out of the pharmacy illuminated sign. ES to instruct pharmacy to resolve. Open
   3. AM asked about statin colours and changes and how this was confusing for patients. Whilst it was felt little could be done, ES to consult with pharmacists and report back findings. Open

Next Meeting:

On Monday 2nd November 2015 at 1100 in the BMC Meeting Room