BEECHWOOD MEDICAL CENTRE (BMC)

Minutes of Patient Reference Group (PRG) Meeting

Date of Meeting: Monday 7th October 2013

Present: -

E Summers (BMC) Chair/Facilitator, J Rawson, A Sinclair, B Richardson, M Walker

Apologies;-

P Tighe, D Donnelly, C Holdsworth, I Smith, G Walker, B Richardson, G Barker, J Coles, W Collins, P Bamford, L Lindley, S Allen, C Rosconie.

1. Introduction.

ES welcomed those present and thanked them for their participation. Attendance as noticeably light, possibly due to the lack of a recent reminder being sent out. ES agreed to ensure that this was done two weeks before each meeting.

1. A review of previous minutes was undertaken. ES gave the following updates-
   1. Waiting times for any GP to be 7 days or less. This was being achieved and is under constant review.
   2. The marketing of 24/07 appointment booking capabilities. This will be enhanced by virtue of an extensive local area leaflet drop to be conducted as part of expansions plans detailed later in this document. Some queries were raised regarding internet appointment booking and ES will update on these issues at the next meeting.
   3. Rolling customer service training programme. This training has been part-delivered already for 2013/14.
   4. Reception to be manned permanently. This is being done and the expansion plan will make this mandatory.
   5. Car Park review. ES stated that he had been unable to find a suitable consultant within budget. He also stated that the District Nurses left the building in October 2013, thereby freeing up around 6 spaces. ES asked that this issue be closed and those present accepted this recommendation.
   6. Warfarin machines. ES explained that the Partners could not see the benefits of these idea although may have been poorly briefed due to a lack of intelligence on the subject from himself not helping the argument. BR agreed to provide a short document explaining the logic and benefits so that the issue could be raised again more intelligently with the Partners.
   7. Flu clinic methodology. Those present were highly complimentary of the changes made to the recent clinic. This demonstrated the value of PRG who asked for the changes. ES agreed to pass on the gratitude to the staff involved in particular Liz Coulson. It was asked if blood clinics would also benefit from a more orderly approach. ES agreed to investigate and report back at the next meeting.
   8. BMC business plan. Those present were provided with the objectives of the BMC business plan for 2013/14, minus the financial section.
   9. Calderdale Health Forum. At least two members had attended this forum and stated that they found it interesting however some of the high level talk had left them slightly unsure about its content.
2. Current Plans.

ES gave an overview of current plans for the Practice , requesting feedback and comments from those present to ensure that the ideas and changes were in line with the thinking of the patients. Whilst more depth was given the bullet points were;-

* 1. Plan to expand reception area into current administrative office, creating two reception areas, one with low level access for wheelchair use.
  2. Reception to manned permanently, using two staff during core times and separating out prescription collections after 2pm.
  3. Administrative team to move upstairs to the recently vacated District Nurse office.
  4. Two new consulting rooms to be developed and let out to other NHS service providers delivering a more diverse array of clinical services under the one roof.
  5. Replacement of existing extended access on alternate Monday and Tuesday evenings with a Saturday morning/lunchtime service every week. This will also mean more availability on Fridays and Mondays, our busiest days, and the availability of prescription collection at weekends.

The feedback from those present was overwhelmingly positive to these proposals.

1. The Group were asked to come up with questions for this years Patient Survey, the survey to be conducted prior to the next meeting. After some debate the following were agreed;-
   1. How long did you wait (i.e. what date did you request it) for today’s appointment?
   2. What kind of appointment did you request? E.g. routine, emergency, review,etc
   3. Is seven days a reasonable waiting time for a routine appointment? (A routine appointment is defined as one for a condition which can wait without serious or long-term detrimental affects to the patients health)
   4. Do you believe that the BMC staff care about you?
   5. If you use it, are you getting a good service from the on-site Pharmacy?
   6. Are prescriptions handled correctly? If not please give examples of errors
   7. Do you have any concerns regarding the condition of the flooring in the reception area?
   8. Do you have any concerns regarding the serviceability of the public toilets?
   9. Have you been referred recently? If so what was your experience of the service and information given by the BMC?
   10. How would you describe the service and attitude of the BMC staff in general?
   11. Would you consider joining the Patient Reference Group or the Calderdale Health Forum
   12. How aware of you of what is going on at the BMC? What would be the best way for us to inform you of changes to services, e.g. Saturday opening
   13. Do our present opening hours meet your needs, if not why not?
   14. Is the BMC closing at 5pm on a Thursday an issue for you?
   15. Have you ever attended for an emergency appointment? If so were you aware of the potential delay in being seen?
2. AOB. There being no other business the next meeting was agreed to be on Monday 2nd December 2013 at 1330 at the BMC. At this meeting we will review the survey results and agree an action plan to put before the GP Partners.