**Beechwood Medical Centre – Patient Reference Group meeting Weds 11th June 2025**

**PRESENT:** Dr Aarthi Karthik (Chair), Jeanette Russell (Office Manager)

**PATIENTS:** Yvonne Hodgson, Margaret Helliwell

**APOLOGIES:** Barrie Crabtree, Carol Crabtree, Rachel Phillips, Kay Scott

**General discussion points of this meeting included:**

* PCN Staff Recruitment update – AK and JR updated the group regarding the recruitment of the new Mental Health Practitioner (Henna Akhtar)
* New Admin member recruitment – JR informed the group of our new staff member starting and explained we review current hours and needs for the new staff member to ensure we get an even number of staff available across the opening hours of 8am – 6:30pm.
* Semi-Retirement of current Business Manager and recruitment of shared role – AK informed the group of the semi-retirement of our Business Manager (Nick Giles) and the successful recruitment of Tina Rollings who will now share the role with Nick.
* Changes to PN appointments – JR and AK informed the group of the changes to the PN appointments (primarily now all face to face appointments) to try to reduce the number of DNAs (Did not attend). Phlebotomy Clinics will now be held by the PCN Phlebotomist, CHFT Phlebotomist and HCA (in place of current PN rota) so we can prioritise the PNs for higher skilled appointments.
* DNAs (Did Not Attend) – AK explained how the practice was working hard to reduce the number of DNAs which is having an impact on the service we provide. Pts who consistently DNA will be advised to send a PATCHs (text message or email) advising of the need to submit a request electronically for review by the GP before an appointment will be offered.

MH asked whether pts can be encouraged to sit and wait for an appointment in case there is a DNA in clinic. AK advised this is not possible as we have to give pts time within the current slot length to arrive late. The current protocol states patients will be seen if they arrive within the first 50% of the time slot, therefore we are unable to open the slot to patients waiting.

* Automated System – MH and YH enquired as to how the current automated telephone system works and the services available to patients through the system. JR explained services available and ease of use for all patients as well as the benefits of use to both the patients and practice (e.g. available 24 hours, prescription requests freeing up the phone lines and available to digitally excluded patients, NEW SERVICES including Fit Note requests, future capability to be able to book flu vaccination appts).
* New Variant of Covid Virus – MH and YH enquired re: the new variant of covid. AK informed regarding the Autumn vaccination programme and when patients who are eligible can expect to receive an invitation.
* Move of Secondary Care services to Dean Clough – AK and JR explained the community services previously available at Beechwood Community Health Centre have now moved to Dean Clough (e.g. Continence Service, District Nurses, etc). MH enquired as to whether there will be a shuttle service available for patients. Advised, no, Dean Clough is on a bus route and easily accessible from all local areas.

JR advised that since the move the Parking issue for pts registered at Beechwood has now resolved as the problem previously was primarily caused by staff at the Health Centre filling the majority of the patient parking spaces.

* Potholes in the carpark – MH raised concerns regarding the current state of the carpark and difficulties her disabled husband encounters when trying to navigate safely around them. AK confirms she will discuss with Business Manager, Tina Rollings regarding a possible resolution.
* Minor Ailments and active signposting – JR explained the current process of admin signposting pts to community pharmacy for minor ailments and therefore freeing up GP appts for those that can only be helped by a GP and no other services. MH enquired as to whether we could produce leaflets to educate pts. Informed the current Waiting Room advertising screen explains the role of the pharmacist to patients and our preference is to refer patients to services so we receive feedback regarding outcome and advice given by the pharmacy team which we do not receive if the patient self-refers.
* Elderly Care Services – MH enquired regarding services for the elderly to help them manage their health at home. AK advised regarding our SPLW (Social Prescribing Link Workers) and Ageing Well Practitioner. The clinical team can refer pts into these services when the need for signposting to social input is identified in a consultation. MH enquired as to whether this is advertised on the website. Informed no but it is advertised on the Waiting Room screen.
* Home Visits – MH enquired about the current provision of home visits for housebound patients. AK and JR explained the Acute Visiting Service (AVS) resource and how they are commissioned to undertake this service with patients.
* List Size – AK advised regarding our current list size, the gradual increase in registrations and how/who we have recruited to meet the needs of the growing number of pts.
* Park View Nursing Home – AK informed the group of the re-opening of a new residential care home in Lee Mount which the practice now also serves. There are 34 permanent resident beds. This residential home is owned and managed by Lee Mount Care Home (who we currently also serve the residents of).
* Facebook – YH enquired as to whether we had considered a FB page for pts. Advised it had been considered but we do not feel we can manage this at the moment.
* Next meeting: Themed PPG – AK suggested a themed PRG meeting next (e.g. PN in attendance to explain their role and appointments offered, etc). MH and YH agreed and thought this was a good idea.

AK and JR thanked the group for their attendance and input and confirmed we would be in touch at the beginning of June with the next meeting date/time.

**NEXT MEETING DATE TO BE CONFIRMED BUT EXPECTED OCTOBER 2025**