MINUTES OF THE BEECHWOOD MEDICAL CENTRE (BMC) PATIENT REFERENCE GROUP(PRG) MEETING ON 14th JULY 2014

Present:

E Summers, BMC, P Tighe, D Donnelly, J Rawson, B Quinn, B Richardson, M Walker, J coles.

Apologies received:

G Barker

Introduction:

E Summers (ES) welcomed a new member to the group , Beverly Quinn, and reported that Graham Walker had reluctantly resigned from the group due to other commitments. The BMC has been grateful for Graham s contribution over the past two years.

Main Agenda

ES explained to those present that the criteria for the funding of the PRG had changed which meant that the work required will now be slightly different to meet the prescribed objectives.

This year the PRG is required to act on a range of feedback in order to agree on action plan on how best to take the Practice forward. These include feedback from the GP patient survey, reviewing the Practice complaints register, reviewing CQC reports, and also getting feedback from the Practice Champions. In other words to capture feedback from all available credible sources, increase patient participation, and to then work up a plan to resolve any issues identified. Lastly there is an objective to grow the PRG membership in particular gaining members from more diverse groups such as ethnic minorities or other patients whose current opinions aren t reflected by the make up of the existing members.

The Group discussed the 5 main areas of concern at this present time after having been briefed on current BMC activity and plans. It was agreed that the 5 areads to look at are;-

1. Appointment waiting times
2. PRG recruitment
3. Reception review and signage
4. Training of reception staff
5. Car Parking

All of these items were discussed and a copy of the BMC complaints register given to all present.

Action Points Agreed;-

1. ES will provide a breakdown of the practice list at the next meeting so that the PRG can agree which patient groups to target for membership to the Group
2. ES will actively market PRG membership availability
3. At the next meeting PRG members will be requested to generate questions for a patient survey to be conducted during the Winter
4. ES will at every meeting present an up-to-date complaints register
5. ES will present at every meeting comprehensive appointment waiting times data
6. ES will review reception training and car parking and report back findings at the next meeting.

Date of next meeting: 1100 on 06/10/14