**Beechwood Medical Centre – Patient Reference Group meeting Weds 29th January 2025**

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

**PATIENTS:** Rachel Phillips, Yvonne Hodgson

**APOLOGIES:** Barrie Crabtree, Carol Crabtree, Margaret Helliwell, Kay Scott

Dr Karthik and JR introduced themselves and laid out for discussion how and when future meetings will take place for the benefit of RP who didn’t attend the previous meeting. Explanation was given re: what each meeting will entail; how frequently the meetings will take place.

* Meetings will take place approximately three times per year.
* The preference for times was 11am to 12pm in future
* Preferred method of contact form members is text or email for future invites and copies of minutes
* The minutes will be also be published in the Practice Website

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

* New telephone system – AK and JR gave an explanation of the new telephone system and invited feedback as to how the members felt it was working. Discussion included the new queuing system and callback for those more than tenth in the queue. RP and YH both reported being happy with the new system.
* Take up of Winter vaccines – AK informed the group of our take up figures and how this year’s take up was poorer than previous years. Invited comments on how we could improve. Both RP and YH will bring any suggestions to the next meeting.
* Breast Screening – AK informed the group that our patients age 50+ are in the current round of 3yr recall for Breast Screening; how we encourage attendance (SMS, AB video message, etc); historical low uptake for this area. Suggestions were welcomed on how we can increase uptake. Both members surprised with the low uptake. Again, will bring any suggestions to the next meeting.
* Minor Surgery – AK informed the group of the new Minor Surgery excision service we offer and current waiting list numbers now being low as we held numerous clinics to target and reduce the numbers. Also, the Minor Surgery steroid injection clinic – both Dr Karthik and Dr Iqbal trained alongside the MSK physio to administer these injections to meet the current demand which is very high.
* Pharmacy Break-In – Both RP and YH enquired regarding the recent pharmacy break-in. JR and AK advised re: works done to improve security but also explained that Ovenden Pharmacy are a separate entity to the practice so we were unaffected (to a degree) and our security wasn’t minimised.
* Two new admin members – JR updated the group re: admin staffing and we have filled the most recent vacancy by dividing the hours into two part-time posts after reviewing the cover needs to ensure fair coverage during the busy periods. JR confirmed both positions successfully filled.

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 JUNE 2025**