BEECHWOOD MEDICAL CENTRE (BMC)

Minutes of Patient Reference Group (PRG) Meeting

**Date of Meeting:** Monday 27th January 2014

**Present:-**

L Coulson (BMC) Chair/Facilitator, Dr M Rastall (GP BMC), J Rawson, D Donnelly, P Tighe, M Walker, P Walker, B Richardson, C Holdsworth, G Barker.

**Apologies:-**

E Summers (BMC)

1. P Walker was welcomed as a new member of the group.
2. The minutes of the last meeting were reviewed and agreed as a true record. The following matters arose:-

B Richardson asked if first names could be recorded on the minutes so it would be easier to relate to one another.

The new reception area was discussed and all comments were favourable including an observation sent by a member of the public who was not a patient who had been to the pharmacy and thought it was the nicest surgery in the area. Dr Rastall informed the group that two new patient call screens were due to be installed soon.

B Richardson was still not convinced with the methodology for the waiting times statistics. I assured him that there were appointments with a GP available next Monday and so definitely correct today that an appointment was available in 7 days but obviously if someone stipulated a specific GP then the wait could be longer. Some discussion went on regarding appointments and Dr Rastall said that the recruitment of an extra GP was still ongoing and they hoped to resolve the issue soon.

B Richardson remarked that the website stated that we are open every other Saturday, this was to be looked at and a correction sent to the website people with the next set of updates.

1. Action Plan

The action plan from the last minutes was reviewed and Dr Rastalls view/agreement sort where necessary.

2.1 Dr Rastall agreed to the need for patient education with regard to appointments and welcomed the input of the Practice Champions.

2.2 Dr Rastall also agreed to ongoing staff training and assured the group that this did in fact take place.

2.3 Unfortunately there was no-one present from the pharmacy at the meeting but the need for their attendance was discussed and it was agreed that they should be invited to the next meeting. Some discussion took place regarding personal experiences and Dr Rastall said the practice would investigate whether or not the pharmacy had a significant event procedure to record events in order to learn from them.

2.4 It was agreed that the comments box be brought to the top of the online prescription request form so that comments were not missed. L Coulson also informed the group that staff training had been given on this issue.

2.5 Completed.

2.6 It was assumed that E Summers had written to prospective members because of the wording of the latest invite letter.

2.7 Flyers had been delivered over the last few weeks. Dr Rastall again agreed with the input of the Champions with regard to the patient education plan.

2.8 It was agreed that the stuffiness of the reception area was no longer a problem.

4. Sharing of PRG Contact Details

This was discussed and all members of the group agreed to share contact details with one another, see attached.

‘5. Review of Chair Arrangements

A suggestion had been made that the role of chair of the meetings be undertaken by different members of the group. It was suggested that staff members of BMC may be glad to be relieved of the position but L Coulson assured the group that both she and E Summers were more than happy to continue to chair and it was agreed that this should continue.

6. AOB

P Tighe had a query regarding the new policy from NHS IC of extracting anonymous data from patient records. L Coulson explained as best she could the policy and the fact that patients were able to opt out if they so wished. Opt out forms are available for patients on the reception desk.

J Rawson requested that the time of the meetings be brought forward to 11am. This was discussed and the majority were in favour as it suited their personal needs also. C Holdsworth said that it would be a problem for he to attend at that time due to her diabetic medication requirements, Dr Rastall said he would discuss this with Dr Mayland to see if anything could be done with the medication.

The date and time of the next meeting was set for 7th April 2014 at 11am.

**PRG Contact Details**

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