BEECHWOOD MEDICAL CENTRE (BMC)

Minutes of Patient Reference Group (PRG) Meeting.

Date of Meeting: Monday 4th February 2013.

Present;-

E Summers (BMC) Chair/Facilitator, E Coulson (BMC), Dr M Rastall (BMC), G Barker, J Rawson, P Tighe, D Donnelly, J Coles, G Walker, P Bamford.

Apologies:-

B Richardson, C Holdsworth.

1. Introduction.

ES welcomed those present and thanked them for their participation. ES then when on to review the process being followed for the Patient Participation Scheme Directive. This meeting was a direct follow on from the previous meeting the purpose being to put the proposed action plan directly to the Partner’s representative, Dr Rastall, and for the group members and Dr Rastall to agree the action plan for implementation.

1. Action Plan Proposals and Agreements Reached.
   1. Proposal - Target waiting times for the first routine GP appointment with the first Doctor available to be no more than 7 days. A plan to be in place should this target not be achieved.

Agreement – This proposal was accepted. It was agreed that the methodology for correction if required would be that the seven day target needs to be breached for two consecutive months. At this point the BMC Partners will take action to return the waiting time requirement during the third consecutive month. Monthly waiting time analysis to be shared with the PRG at every meeting to ensure compliance with this plan.

* 1. Proposal – Market 24hr/7 day a week internet and telephone appointment booking capability.

Agreement – This action was agreed. The BMC will during the next twelve months advertise these services within the reception area and beyond through posters, leaflets, and the BMC website. Actions taken will be presented to the PRG at every meeting.

* 1. Proposal – Upgrade the Minor Surgery Banner with more detail.

Agreement – Dr Rastall and the PRG discussed this at length but struggled to define what extra could be added. Dr Rastall undertook to review the banner and upgrade it if more useful information could be displayed. The PRG will be updated at the next meeting.

* 1. Proposal – Annual rolling programme of customer service training for administrative/reception staff.

Agreement- This action point was agreed and a minimum of two training sessions per year will be conducted.

* 1. Proposal – Reception to be manned permanently.

Agreement – This action point was agreed. However, due to staff sickness or other unplanned situations it could not be unilaterally guaranteed. The BMC will roster staff to man reception permanently as a matter of routine. It will also ensure that staff have guidance on giving priority to patients when pharmacy staff are present requesting time consuming prescription work.

* 1. Proposal – Larger information screen in reception.

Agreement – This action point was agreed. A new larger screen has already been ordered.

* 1. Proposal – A plan to install a second Jayex screen should demand require it.

Agreement – This action point was agreed. The BMC will continue to monitor demand and review with the PRG. I t was also suggested that a Risk Register be generated by the BMC for such events. This was also agreed and the BMC will share this register with the PRG going forwards.

* 1. Proposal – Review car park options with specialist advice.

Agreement – This action point was agreed. A debate ensued on what a worthwhile solution might look like when compared to the estimated cost. It was agreed to budget £500 for an outline specialist report to be reviewed by the PRG.

* 1. Proposal – Trial Self Assessment Area outside Room 9.

Agreement – This action point was agreed and an element of hosting will be introduced.

* 1. Proposal -Install a new text only TV in reception for patient information and to improve patient experience.

Agreement – It was agreed to price up this proposal for further review.

1. Any other business
   1. Warfarin machines – This proposal was discussed and it was agreed to get further advice from the hospital on how this might work and report back to the PRG.
   2. Flu clinic methodology – It was agreed that the BMC will put a new proposal to the PRG at the next meeting for its consideration.
   3. The PRG asked if they could see a copy of BMC business plans. It was agreed that these would be made available at the next subject to certain confidential elements being held back.
   4. Next meeting – The next meeting will be held on Monday 10th June 2013 at 1345.