MINUTES OF THE BEECHWOOD MEDICAL CENTRE (BMC) PATIENT REFERENCE GROUP(PRG) MEETING ON 06th OCTOBER 2014

Present:

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

Apologies received:

G Barker-resigned

A Sinclair, P Luniw

Introduction:

E Summers (ES) welcomed the attendees and thanked them for their time. Since the last meeting Mr Granville Barker has resigned from the Group and ES wanted to record his gratitude and that of the Group and the Partners for his efforts. The Group was advised that a new member , Pauline Luniw, has kindly agreed to join the Group but was unavailable for this meeting.

Main Agenda

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 areas to look at are;-

1. Appointment waiting times- ES provided a breakdown of waiting times for the last 6 months. These showed that for the first time in year waiting times for any GP had missed the target of 7 days or less and sat at 9 days in August 2014. ES explained the reasons behind this and advised that waiting times for September had come back down to less than 7 days.
2. PRG recruitment – ES provided a breakdown of the patient list age profile and informed the Group that with regards to ethnicity the patient list was around 95% white British. It is therefore true to say that whilst the Group make-up is representative of the general list composition that we should put some effort into recruiting more younger members and some representatives from ethnic minorities if possible.
3. Reception review and signage – this is ongoing, the reception glass now has holes in it for better communication, a signage plan is being constructed.
4. Training of reception staff – ongoing, a training session is planned for all staff on 22/11/14
5. Car Parking – nothing to update.

A copy of the up-to-date complaints register was given to those present.

The Group then turned to the matter of constructing questions for the annual practice practice patient survey which is due to take place in early December. After an open debate the following questions were agreed;-

1. The industry wide question as dictated by the NHS Friends and Family test which basically asked for scale-able answers on whether a patient would recommend the Surgery to friends and family
2. Do you think you understand the appointment system? If not, would you like a simple explanation leaflet?
3. Do you understand the differences between a Nurse Practitioner and a GP?
4. Do you understand the telephone triage service?
5. Is the amount of time you wait for a GP appointment more important than which GP you actually see?
6. After your first consultation regarding a problem, is it important that you see the same clinician for the follow appointment?
7. If appointments were available on a Sunday would you use them?
8. If you attended a flu clinic this year is there a way it could have been improved?
9. Are there any other services you would like provided from the building? E.g. mental health, CAB.
10. Are you aware of the Practice Champions project?
11. We recently redesigned our reception area do you have any suggestions to improve it?
12. Do you think free wi-fi in the building would be useful?
13. Would you be interested in skype/email consultations?
14. Are you aware of the PRG and would you like to join it? If not, why not?
15. Are you aware of our website and what you can do on it? E.g. book appointments, order repeats , register
16. Do you have any other comments about the BMC?

Date of next meeting: Monday 12th January 2015 at 1100