BEECHWOOD MEDICAL CENTRE

DRS MAYLAND, RASTALL, TAYLOR & KING

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 **PATIENT REFERENCE GROUP (PRG)**

 **Minutes of Action Plan Meeting**

 **Date of Meeting**: Monday 6th February 2012

**Attendees**:-

Elliott Summers (Chair)

Dr M Rastall (Partner, Beechwood Medical Centre)

Liz Coulson (Office Manager, Beechwood Medical Centre)

Doreen Donnelly (Patient)

Pat Tighe (Patient)

Jean Coles (Patient)

Apologies;-

Cathryn Holdsworth

Wayne Collins

Shane Allen

Craig Rosconie

1. **Introduction**

The Chair welcomed everybody and thanked them for their time. He then explained the purpose of the meeting, which was, in line with the guidance laid down in Designated Enhanced Services Patient Participation Scheme, to review the findings and deliberations of the patient survey as conducted by the PRG, to put those findings and proposed actions to the Practice Partners as represented by Dr Mark Rastall, and to then formally agree an action plan that will be endorsed by the Practice and taken forward to conclusion.

The methodology was to talk through, line by line, the proposed actions as agreed at the previous PRG meeting by the Group and to tell ask Dr Rastall to comment and justify his responses to the action points, and after due discussion and negotiation, to formally agree and endorse the final action plan.

1. **Action Plan Deliberations and Agreements**
	1. **Minor Surgery Advertising**

Since the last meeting the Practice had commissioned and erected at large banner advertising the Minor Surgery available with details on how to access these services. It had also updated the website and practice leaflets, adding narrative with regard to what minor surgery is available and how to access it. The Group considered that this action was both appropriate and adequate and was happy to close this item as requiring no further action.

**Status: Closed**

* 1. **Saturday Morning Service Provision**

A discussion ensued around the real demand for such a surgery. Current extended access arrangements involve 4 hours (above the required minima) of surgeries which were always fully booked. The patient survey had seen a two thirds majority in favour of Saturday surgeries but very little detail in expression of exactly what times the patients sought to have these surgeries. Dr Rastall outlined historical evidence surrounding the previous provision of Saturday morning surgeries, stating that when this service was provided the uptake had been low. The conclusion drawn by the Group was that the existing extended access service provision was both successful and sufficient, and on that basis with the historical knowledge surrounding previous Saturday experiences, that the proposal for Saturday mornings could be dropped.

**Status: Closed**

* 1. **Lunch-time Appointments**

A discussion took place surrounding the actual demand for lunch-time appointments. The patient survey had actually found that those requiring this service were in the minority. However, it was highlighted by the Surgery staff that it could be trialled at no expense and therefore there was no real reason no to trial a lunch-time surgery and assess the results. It was agreed that the Surgery would ask for clinical volunteers to conduct such surgeries, and provided volunteers were forthcoming to trial them for a month, targeting only acute patients.

**Status: Open: Action: Practice Manager**

* 1. **Baby Clinics**

A discussion centred around actual demand, the framing of the survey question, and the alternative services available in the local area took place with all parties making an even contribution. The discussions included questions around capacity, including both clinical manpower and building limitations, and the fact that whilst the survey had appeared to indicate a clear demand, that in fact, not a single complaint had been received in the preceding year regarding the lack of this service provision. It was therefore agreed that on balance, considering all of the evidence and implications, that the existing local service provision was adequate, and that therefore no further action is warranted at the Beechwood Medical Centre at this time.

**Status: Closed**

* 1. **Choose & Book Awareness**

Discussions ensued and the general agreement was reached that this service could benefit from a raising of awareness to patient that this facility exists. It was agreed that the Surgery would conduct some research on what is available and then actively promote the service**.**

**Status: Open: Action: Practice Manager**

* 1. **Self Check-in Relocation**

The group discussed the survey findings and the current location of the self check-in monitor. Whilst current usage was high it was agreed that the self check-in monitor should be moved to a position that involved patients engaging with it directly on the way to the manned reception desk.

**Status: Open: Action: Practice Manager**

* 1. **Car Park Review**

A lengthy discussion took place around the issue of car parking and the potential impact of the development of an in-house pharmacy facility. The current car park has 45 spaces, however it is shared with a facility next door and a large proportion of parking is taken up by staff. During peak times vacant spaces are undeniably difficult to find. It was agreed that a feasibility study be undertaken to identify measures that may improve car parking arrangements.

**Status: Open: Action: Practice Manager**

* 1. **Referrals**

A discussion took place surrounding the quality of the findings of the patient survey in this area. It was thought reasonable to assume that the relatively few dissatisfied patients had actually undergone the referral process, whereas a high percentage of those who expressed satisfaction had probably never been referred. It was therefore agreed that more research needed to be conducted, targeting feed back from those patients who were known to have engaged in the process.

**Status: Open: Action: Practice Manager**

* 1. **Customer Service**

Those present were informed that all staff had access to the results of the patient survey which highlighted some issues with customer service. They were also made aware that in November 2011 all administrative staff had received a bespoke training course centred around conflict resolution skills. A PENPALS event was booked for 09/02/12 when further discussions would take place with all staff about customer care, using real examples of experiences and feed back from customers. It was agreed that this was an appropriate course of action to deal with this issue, although complaints would continue to be monitored and further training/advice given where appropriate.

**Status: Closed**

**3.Summary**

The meeting concluded amicably after suitable representation and agreement from all concerned. This document will be published on the Surgery website, distributed to all PRG member, and forwarded to the PCT. Those parties with actions will work towards their closure and report back progress at the next meeting.

1. Next Meeting

 The PRG will next meet on Monday 25th May 2012 at 1300 in the meeting room at the Beechwood Medical Centre.