BEECHWOOD MEDICAL CENTRE

DRS MAYLAND, RASTALL, TAYLOR & KING

## 60a Keighley Road, Ovenden, Halifax, HX2 8AL

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**Minutes : Patient Reference Group Meeting**

**Date: 12th December 2011**

**Venue: Beechwood Medical Centre**

**Attendees:**

**Wayne Collins**

**Cathryn Holdsworth**

**Doreen Donnelly**

**Patricia Tighe**

**Dr Mohammed Al-Enbaree**

**L Coulson**

**E Summers**

1. **Introduction**

Elliott Summers (ES), Practice Manager chaired the Group meeting and welcomed Wayne Collins into the Group as he had not been able to attend the first meeting. He then gave a brief overview of the process being followed which has been directed by the Enhanced Service for Patient Participation Scheme. ES explained that the Enhanced Service directions listed six component parts to be followed. Components 1 to 3 had now been completed for the year 2011-12 in that a Patient Reference Group had been established, the Group had agreed priorities and questions for the local practice survey, and that survey had now been conducted and the results compiled. The purpose of this meeting was to meet the requirements of components four and five, namely to allow the Group to comment on the survey report findings, reach agreement on the areas that the Group wished to pursue, and to generate an action plan to be forwarded to the Partners for consideration prior to notifying the PCT of any agreed changes that may need their approval.

1. **Methodology**

ES took the Group through the survey findings on a line by line basis, the Group giving input after the answers from each survey question had been explained. Given that the Group members had been posted individual copies of the survey report findings in advance, they were well prepared with their feed-back. ES also asked the Group if they felt that 102 patients surveyed was a sufficient number and suitably representative of the patient list. The Group were unanimous that given the clear trends identified within the survey findings, and their own individual opinions, that the quantity of patients surveyed was sufficient. After around forty-five minutes of debate the Group reached a conclusion on the areas that they wished to generate into the action plan.

1. **Action Plan Topics**

The following topics were agreed by the Group as requiring further work or presentation to the Practice Partners for consideration of change:

* 1. **Minor Surgery** – a list of surgery techniques available to be advertised in the surgery, on leaflets and on the website.

Justification: Over half of the patients surveyed were unaware of the availability of minor surgery.

* 1. **Saturday Morning Surgeries** – the Practice should consider putting on these surgeries.

Justification: Two thirds of those surveyed felt this would be a good idea, although 36 patients specifically did not want them. The patient members of the Group feel that any extra alternatives that provide more availability, particularly for working patients or those with children in full-time education, must be a positive.

* 1. **Lunch-time appointments**- the Practice should consider making these surgeries available.

Justification: The survey results did not support this view as the majority actually positively rejected the idea. However the patient members of the Group again felt that the implementation of lunch-time surgeries would provide more flexibility for patients.

3.4 **Baby Clinics**- more research to be conducted. Whilst the survey results were overwhelmingly in favour of baby clinics the Group agreed that the framing of the question, with hindsight, was somewhat leading those surveyed into a positive answer. It was agreed that further questions need to be targeted at those with a direct interest in the subject matter through age and gender, and that once this information was gathered that a more balanced view could be reached.

* 1. **Choose & Book** – the availability of this service to be advertised to raise awareness.

Justification: Sixty-six patients were unaware of this service.

* 1. **Self Check-in System** – consider relocating the screen.

Justification: While use-age is high the Group felt it may be used even more if it were situated directly between the entrance and the reception desk.

* 1. **Car Park** – Review capacity options

Justification: Whilst the survey results were inconclusive the Group members did identify pinch points during the week when parking is extremely difficult.

* 1. **Referrals** – further intelligence required.

Justification: Whilst the survey results were positive in the majority of cases, those dissenting were vociferous. This suggests that there is a possibility that many of those who were positive may never have used the referral process. It is suggested that more research is conducted targeting only those who have been referred.

* 1. **Customer Service** – consider further training.

Justification: Whilst the survey was in the main positive, some specific areas of dissatisfaction were identified.

1. **Next Steps**

These minutes will be sent out to the members of the Group for agreement, to the Practice Partners for their information, and published on the website for the information of the public. The next meeting of the PRG will be on Monday 6th February at 1300. At this meeting the Group will present the plan to a representative of the Practice Partners with a view to agreeing actions or justifying non-action on a case by case basis.