**BEECHWOOD MEDICAL CENTRE (BMC)**

Minutes of Patient Reference Group (PRG) Meeting

**Date of Meeting**: Monday 2nd December 2013

**Present:**-

E Summers (BMC) Chair/Facilitator, L Coulson (BMC), P Tighe, J Rawson, A Sinclair, G Barker, M Walker, B Richardson, P Gordon.

**Apologies**:-

D Donnelly, C Holdsworth, I Smith, G Walker, J Coles, W Collins, P Bamford, L Lindley, S Allen, C Rosconie.

1. **Introduction**

ES welcomed those present and thanked them for their participation. He then gave an update on the purpose of the meeting, current ongoing projects, and reviewed outstanding items from the minutes of the previous meeting.

ES then introduced Petra Gordon who is running the Champions Project and she gave a detailed explanation of the Project and those present discussed how it might work alongside the PRG work.

The main agenda item for this meeting was to review the findings of the recent patient survey and to agree an action plan to be put before a BMC partner at the next meeting. With regard to ongoing projects the following information was given;-

* 1. The expansion project to change the use of two existing offices into consulting rooms was well under way. This project will also see the reception area desk expanded by around 100% in size and a new waiting area developed. The build phase of this project is due to be complete by 24/12/13.
  2. Since the meeting the Partners at the BMC have also agreed to fund non-slip, wood effect, vinyl flooring for the entire reception area and to also provide new seating designed to enhance the aesthetics of the building interior. It is anticipated that this work will be completed by the 10/01/14.
  3. On the 10/01/14 a local MP has been invited to formally open the extended building and the press have also been invited to publicise the improvements. PRG members are very welcome to attend at 1pm on the day and share some refreshments if they wish.
  4. A 5,000 leaflet drop is planned for the festive period designed to highlight our many improvements, one of which is Saturday opening from the 04/01/14.
  5. A short discussion took place on the removal of the ladies toilets and removal/relocation of the kids play area in order to use the existing space for Pharmacy storage. The PRG members present felt that the loss of the ladies toilet was acceptable as two unisex toilets would still exist. However they felt that the kids play area should be retained and relocated as necessary.
  6. ES advised that due to list growth the BMC has commenced the process to recruit a further GP.

With regard to the minutes of the previous meeting these were accepted as accurate and the following updates given if not already covered by these minutes:-

* 1. Waiting times at 7 days or less. The methodology for this statistic was challenged. ES stated that these waiting times are taken at 0800 daily and averaged out across a calendar month. Therefore on a sample day the waiting time was zero, but the following day the first available appointment was 14 days, then this would equate to an average of 7 days.
  2. Warfarin machines. BR stated that these are being trialled locally. ES agreed to visit the site once this was up and running to see if they could be introduced at the BMC.
  3. Blood clinic methodology. LC explained that the new flu clinic methodology could not be duplicated for blood clinics for various reasons.

1. **Patient Survey review and agreed action plan**.

ES lead a verbal walk through of the patient survey results line by line and gave explanations of the BMC interpretation. PRG members were then invited to comment and agree an action plan on the items that they felt required further work. The agreed plan is as follows:-

* 1. Appointments – All present agreed that waiting times are a key concern for patients. It was agreed that further work needs to be done to educate patients and staff on appointment suitability and processes. The Champions project could play an active role in this. Methodology to be agreed at the next meeting.
  2. Whilst the response to the question ‘do you believe that BMC staff care about you’ was a large majority in favour of ‘yes’ there were still 20 responses of either ‘no’ or ‘some do, some don’t’. It was agreed that ongoing staff training in this regard should continue.
  3. The response to questions regarding the Pharmacy were very positive. However a few members present gave evidence of some issues and requested that the Pharmacy owners are represented at the next meeting to discuss these issues. This was agreed and ES to invite and encourage attendance.
  4. With regard to prescriptions and the online element there were concerns that due to the configuration that sometimes staff did not read the comments box. It was agreed to review the online format and staff training in this regard.
  5. With regard to reception area flooring the PRG members felt that this represented a health hazard due to difficulty in keeping it clean and request that it be replaced. The BMC Partners have subsequently agreed to this request.
  6. With regard to the response to the ‘would you consider joining the PRG’ question it was agreed that ES would write to those who indicated that they might.
  7. With regard to the awareness of activity at the BMC it was agreed that more action is required to educate patients on what is available, what our plans are, and how to get the best service. Flyers will shortly be dropped and the Champions projects will look at other ways of achieving this project. A formal plan to be agreed at the next meeting, to include the consideration of using texting and how that could be legitimately achieved.
  8. With regard to the comment regarding the reception area being stuffy due to no windows, it was agreed to review this once the expansion project was complete.

**3. AOB**

There being no other business the next meeting will take place at the BMC on **Monday 27th** **January at 1330**. This meeting will be attended by a BMC Partner who will discuss and agree the action plan with the PRG Members present. A representative of Ovenden Pharmacy will also be invited.