Beechwood Medical Centre (BMC)

Minutes of Patient Reference Group (PRG) Meeting held on Monday 1st August 2016 11:00 at the BMC

Present: Elliott Summers (BMC, Chair), Julie Rawson, Michael Walker, Alan Machin, Patricia Tighe, Doreen Donnelly

Apologies: Bev Quinn, Patricia Bamford

1. Introduction

The chair welcomed all attendees and thanked them for their time.

The chair proceeded to work through the minutes of the last meeting advising of updates as appropriate. These are documented below:

* 1. List growth – The list as at 01/08/16 stood at 8541 which was up 63 in 3 months however BMC has not undertaken any marketing activity and this appears to be natural growth.
  2. GP waiting times – Over the past couple of months we have transitioned to a new appointment methodology whereby telephone triage capacity has been reduced and replaced with appointment availability at 3, 5, and 7 days notice. This has resulted in less inappropriate triage appointments and a better choice of availability for customers.
  3. Internal doors – The ‘automatic’ door signs have now been covered up as requested by the Group.
  4. Appointments explanation leaflet – This will be actioned when a definitive appointment system has been trialled and agreed as the way forward.
  5. E-mail appointments – The group was advised that there is work being undertaken at the Calderdale CCG with a view to rolling out email/skype appointment methodology. The BMC will adopt this policy, or a version of it, once it has been defined.
  6. Wires on illuminated signage – Unfortunately this item is still outstanding and a further discussion has taken place with regard to the work being carried out.
  7. Request from Alan re sub-group – It was agreed to proceed with this and Alan will email the Chair with a suitable date/time to commence this work.

1. General Briefing
   1. The business remains financially challenged due to several losses of significant income beyond our control. Staff costs are increasing due to the recruitment of a seventh GP.
   2. Dr Claire Greasely has joined the Practice as a salaried GP and will commence work on 22/08/16. She will hold four surgeries per week, the same as our other new start Dr Aisha Bhatti. This represents a considerable achievement for the Practice as recruiting GPs in the current climate is extremely but we have managed to recruit two, both of whom we consider to be high quality practitioners. Dr Rastall will retire from the Partnership in December 2016, but is expected to be retained on a locum basis for four surgeries per week for some time to come. Melissa our new nurse will shortly qualify in COPD/Asthma and so reviews for those conditions will shortly be available with a specialist nurse. Antonia Watson, our nurse practitioner, has now been formally accredited.
   3. Our CQC inspection report from June 2016 has now been published and is available through our website. We were rated as outstanding in responding to our patient’s needs and good in every other category.
2. Complaints log

The chair proceeded to hand out copies of the 2016 complaints log to the members. The Chair explained that the log is exactly that and is not intended to fully describe each event but that he was able to give more depth to any areas of interest which he did. There appeared to be no real trends and only 16 complaints in 7 months which appears to indicate that formal complaints remain at roughly the same level despite an increase in list size.

1. AOB

4.1 Alan raised a query regarding constant issues with the Pharmacy and his wife’s repeat prescriptions. It was agreed to look at this specifically after the meeting.

4.2 The Chair raised a query re recruitment for the Group due to a couple of recent resignations. He suggested that the next meeting be held in a public house and that potential new members be invited. It was also suggested by the Group that he call absent members to ascertain why they were not attending. Both points were accepted. Michael proposed The Shant as a good venue for the recruitment/next meeting and this was agreed.

1. Date of next meeting

The date for the next meeting was set at Monday 5th December 2016 at 1100 at The Shant (TBC).