**BEECHWOOD MEDICAL CENTRE (BMC)**

**Patient Reference Group (PRG) Meeting Minutes**

**Date of Meeting**: Monday 7th April 2014 at 1100

**Venue**: Meeting Room, BMC

**Present**: Elliott Summers (BMC Facilitator), Doreen Donnelly, Julie Rawson, Granville Barker, Michael Walker, Jean Coles

**Apologies**: Andrew Sinclair, Pat Tighe, Brian Richardson

1. **Introduction**

ES welcomed everyone present and thanked them for their time. He also explained that a Practice Champions meeting had been scheduled for the same date/time and that was why B Richardson was unable to join the Group as he was participating in that. Although both Groups set their own meeting schedules ES undertook to try to avoid calendar clashes in future.

He then set out the agenda for the meeting which was to review the minutes of the last meeting, update on progress on future plans and then to look forward and prepare the agenda for the next subsequent meeting.

2**. Review of minutes from meeting dated 27th January 2014**

ES went through the minutes line by line and updated as follows;-

2.1 It had been requested that first names be included in the minutes of meetings to aid familiarity. This has been accepted and incorporated.

2.2 The two new call in screens in reception are now operational.

2.3 The recruitment of a new GP is ongoing. This is through no lack of effort from the BMC however in the current market place suitable salaried GP s that meet the requirements of the BMC were difficult to find. Another Partners meeting has been scheduled in the near future to agree a further recruitment plan.

2.4 The website entry regarding Saturday opening had been incorrect for about two hours in total and then rectified immediately when the proof entry was received. The BMC commends BR on his eye for detail and speed of response!

2.5 Pharmacy attendance and issues – A lot of discussion took place surrounding Pharmacy service provision. Whilst ES was able to give a broad brush background insight he does not have in-depth knowledge of the systems in place. With the introduction of EPS several of those present including GB, JR and DD had had various experiences which might be considered less than desirable or understandable. It was agreed that whilst the PRG had no remit over the on-site Pharmacy all parties would benefit from the opportunity to discuss the operational interface between the BMC, it’s customers , and the Pharmacy. To that end ES agreed to again formally invite the Pharmacy owners to the next PRG Meeting with the hope that they could find 30 minutes to discuss the bigger picture of overall service delivery and EPS. For balance, it was also pointed out that the Pharmacy has a 100 hour licence serviced by the two owners.

2.6 The online repeat prescription format has been changed as requested by PRG members.

3. **Future Plans Briefing**

ES gave a brief outline on future plans to those present as follows;-

3.1 The new reception area is pretty much complete although some finishing touches staff-side were still to be done. This might include flooring, seating, varnishing, etc.

3.2 To move the kids play area to outside Room 13 giving the core seating area some distance from the noise and general activity it creates whilst still giving parents both adequate oversight of their children and access to a call in screen for all rooms.

3.3 To move the ladies toilet and create a further new consulting room/storage room next to Room 1.

3.4 To develop the first floor to generate more storage space for paper records.

3.5 Confirmation that an Ultrasound company, Thisismy, is now providing Ultrasound services within the building. They are in the process of being installed onto Choose & Book and are now available for both NHS & private work.

3.6 The Group were made aware that we have submitted a combined bid to provide primary care services in North Halifax 7 days a week from 0800 to 2000 for a year.

3.7 The Group were made aware that core funding for all GP Practices has been reduced in 2014 by a significant amount and that this represented a serious challenge to all concerned.

3.8 Champions Project – a very brief overview was given.

4. **Agenda for next meeting**

It was agreed that the core agenda for the next meeting would be to agree questions for the 2014/15 patient survey. All PRG members are asked to consider what they believe the issues are for patients both now and in the near future and to either bring or forward ideas for questions for the survey to the next meeting.

5. **Next Meeting**

Monday 14th July 2014 at 1100