

BEECHWOOD MEDICAL CENTRE
DRS MAYLAND, RASTALL, TAYLOR & KING
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PATIENT REFERENCE

GROUP (PRG)

Minutes of PRG Meeting

Date of Meeting: Monday 28th

May 2012

Attendees:-

Elliott Summers (Chair)
Doreen Donnelly (Patient)
Pat Tighe (Patient)
Cathryn Holdsworth (Patient)

Apologies:-
Wayne Collins
Shane Allen
Craig Rosconie
Jean Coles
Lynn Lindley

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 progress against the agreed action plan as documented in the minutes of the last meeting dated 6th February 2012.

2. Progress Update

2.1 Lunch-time Appointments

Appointments with Vicky Sykes, Practice Nurse, are now available from 1230 to 1600 on Thursday lunchtimes and thus far the uptake has been high. A discussion took place around whether lunchtime appointments with GPs should be made available. The Chair highlighted several problems that would need to be addressed to achieve this. The main issues are that during the lunchtime period GPs are conducting home visits, catching up with essential paperwork, actually having a lunch break if on a whole day of surgeries, or completing prescription queries. It was agreed to stay as is in light of these issues.

Status – Closed.

2.2 Choose & Book Awareness

The Chair produced for the meeting a detailed list of all topics covered by Choose & Book. It listed 22 core conditions which then had multiple subsections. It was agreed that to advertise every service was impracticable due to the pure volume. However it was agreed that a generic advert should go on the new advertising screen in reception. Furthermore the website and practice leaflet will be amended to provide more detail and posters will be generated and displayed in the surgery.

Status – Open – Action ES.

2.3 Self Check-in Relocation

The Chair explained that plans to build a pharmacy within the existing building were at an advanced stage. It was proposed that the self check-in screen be moved at the same time as the build phase of the pharmacy. This is anticipated to happen within three months. This was accepted by the Group.

Status – Open – Action ES

2.4 Car Park Review

The Chair stated that he had held discussions with the property landlord and the Practice Partners on the subject of increasing car park capacity. The landlord had stated that they would not support such a move on business grounds and also felt that planning permission would be extremely difficult as any expansion would involve the removal of what little natural greenery that existed. The Partners whilst supportive of the idea of increasing car park capacity were mindful of the advice given by their landlords, a large and respected property management company, and also of the high costs involved for such a minimal increase in parking capacity. It was estimated that only three new spaces could be provided within the current constraints of the space available and that the cost would be disproportionate to the achievement. The Group, in light of the evidence, accepted the decision to retain the status quo.

Status – Closed

2.5 Referrals

The Chair explained that it had been difficult to come up with a methodology to capture this topic. It was agreed that unhappy referral customers could be tracked through the Surgery in-house 'significant event files' (these capture clinical concerns in this case where a referral was delayed) and the complaints file. The Chair therefore undertook to review these files, contact patients involved and to ask for their opinions and feedback on the referral issue.

Status – Open – Action –ES

2.6 PRG Membership

The Chair highlighted the requirement that the PRG membership be representative of the registered patient list with regard to sex, religion, and age. Whilst the current membership totals eight patients it was agreed that we need to increase membership. The Chair agreed to generate leaflets in the Surgery and a Banner, along with using the website and surgery leaflet to encourage participation.

Status – Open – ES

2.7 Patient Survey

The Chair highlighted the requirement for another patient survey to be conducted this year. It was intended to agree questions for the survey at the next PRG meeting therefore members are asked to consider this subject in advance.

3. Next Meeting

The PRG will next meet on Monday 24th September 2012 at 1400 in the meeting room at the Beechwood Medical Centre.