Beechwood Medical Centre (BMC)

Minutes of Patient Reference Group (PRG) Meeting held on Monday 5th December 2016 11:00 at The Shant public house.

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

Apologies : Patricia Bamford, Julie Rawson, Bev Quinn

1. Introduction

The chair welcomed all attendees and in particular Mervyn Bamford a new Group member. The chair also expressed his gratitude to Michael Walker for organising the venue and bought those that wanted one a Christmas drink to thank them for their support and attendance during the year.

1. Beechwood Update.

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 05/12/16 stood at 8613 which was up 74 in 3 months however BMC has not undertaken any marketing activity and this appears to be natural growth.
  2. GP waiting times – Telephone triage capacity has been increased since the start of November to deal with the expected increased demand from the flu ‘season’. Waiting times at 0800 daily remain at seven days or less, albeit with limited capacity, and triage is dealing with up to 100 patients per day for those who are unable to wait for a routine appointment.
  3. Wires on illuminated signage – This work has been partially achieved
  4. Request from Alan re sub-group – Alan and Elliott has commenced working on various communication issues. Alan has designed a new letterhead template to coincide with Dr Rastall’s resignation as a GP Partner (but he will continue to work as a locum GP)and this new letterhead is now in use.

1. General Briefing
   1. Finances remain tight and the business has had to cut costs during these difficult times with funding being constantly cut against a backdrop of a growing list size. As a result of cost cutting prescribing support has been suspended meaning an increased daily workload for GPs.
   2. Staffing – Whilst we have been very successful in recruiting two new high calibre GPs both are pregnant with one having gone on maternity leave at the beginning of November and the second due to do the same at the end of December. However funding is in place to back-fill both GPs on a like for like basis. Dr Rastall will remain onsite operating as a locum two days a week and a further two regular locum GPs have been hired for a minimum of six months to back-fill the remaining shortfall. We also about to receive funding for winter pressures appointments which will generate around 32 GP surgeries across three months so GP availability should be good but a lot of locum surgeries will be scheduled. Elliott has resigned for personal reasons and will continue to work on a part-time basis until his successor is in situ. Our newest nurse Melissa Dollard has just qualified in COPD/Asthma and so these disease reviews will shortly be available with her.
   3. Sunday opening remains in place but we have reduced it to alternate weeks until the financial climate improves.
   4. We have just won a new support contract to help out with twelve intermediate beds at CRH. This involves a walk around weekly and visiting capacity on weekdays from a GP. The funding for this scheme is being used to backfill GP appointments to ensure that our core customers are not adversely affected.
2. Complaints log

The chair proceeded to hand out copies of the 2016 complaints log to the members. With three weeks to go to the end of the year only twenty-three formal complaints have been received and of those only four have been fully upheld. It was agreed that this demonstrated a generally high level of customer satisfaction. This view is further supported by the continued list growth. Those present felt that prescriptions and the pharmacy represented the biggest ongoing challenges.

1. AOB

5.1 It was suggested that with locums being used frequently that the Practice should adopt the ‘hello, my name is ‘ style of consultation. ES agreed to put this to the GP Partners.

5.2 It was suggested that the picture board of staff be re-instated in the waiting room. Elliott agreed but stated that this had been delayed until the staffing situation stabilised which it now pretty much has.

5.3 It was suggested that chairs with arms should be available in reception for patients who have conditions that make it difficult to sit down and get up without support. Elliott agreed and will put it to the Partners to agree to the funding of some appropriate chairs.

1. Date of next meeting

The date for the next meeting was set at Monday 6th March 2017 at 1100 at the Beechwood Medical Centre.