

Beechdale Medical Group

MINUTES OF PATIENT GROUP MEETING

TUESDAY 26th SEPTEMBER 2017

PRESENT: Doreen, Terence, Mary, Rex, Sally, John and Jane Lock

PRACTICE REPRESENTATIVES: Denise Nath, Partner
Amanda Magee, Practice Manager

1. STAFF CHANGES

The group has a new management structure with a Group Business Manager who will lead on all contract and financial work streams and Quality Improvement across the Group supported by the Practice Management team.

We have also seen the appointment of numerous Receptionists/Administrators across the centres.

We have appointed a number of long-term Associate GP's at all centres. GP recruitment has been particularly difficult due to the shortage of Doctors and we have experienced the challenges of having to use locum cover which is particularly expensive.

1. **RHR PREMISES** the Practice is renting these premises at present.
2. **STRELLEY SURGERY** - the Centre is due to be rebuilt and we are waiting on further information regarding the plans for this work.
3. **APPOINTMENTS** All on the day requests for an appointment are triaged by a clinician, GP or Advanced Nurse Practitioner/Prescribing Nurse. Patients are booked with the most appropriate clinician suitable to their needs. Patients are never turned away but offered an appointment with one of our clinical team, sometimes at one of our other sites. This Hub and Spoke model of care offers flexibility and access to our wider team including our Advanced Nurse Practitioner/Nurse Prescribers, Sexual Health clinics and Specialist Substance Misuse service etc.
4. **WEEKEND APPOINTMENTS** this pilot project has now ended and funding has been withdrawn, therefor we are no longer offering weekend appointments. The analysis of this service showed that in general, they were not well used, particularly on Sundays.
5. **Appointment Information** Our Receptionists will ask patients the nature of their condition/presenting symptoms when a patient requests an appointment. This helps us to decide the urgency and gives the triaging clinician some idea of the most appropriate member of our team to book the patient with. Patients are within their right to decline sharing this information.

6. **DROP-IN.** A local Medical Centre has commenced a drop in service alongside their routine appointments. Patients arrive from 8.00am and wait to be seen in this 'Open Clinic'. Our Partners along with the management team review the utilisation of appointments and the activity to look at new ways of delivering services and models of care for the future.
7. **SEASONAL INFLUENZA VACCINATION.** All practices are offering this immunisation programme for the following patient groups.
 - people aged 65 or over
 - people who have a serious medical condition
 - pregnant women

There are two types of flu vaccine:

- the injected flu vaccine for adults and children under two
- nasal spray flu vaccine for children over the age of two

Pharmacies will also be offering the vaccine

8. **ANY OTHER BUSINESS**

None

Next Meeting to be confirmed