**Beechwood Medical Centre – Patient Reference Group Meeting Weds 13th November**

**PRESENT:** Dr Aarthi Karthik (Chair), Jeanette Russell (Office Manager)

**PATIENTS:** Barrie C, Carol C, Yvonne H, Margaret H

**APOLOGIES:** Kay S, Rachel P

Dr Karthik and JR introduced themselves and laid out for discussion how and when future meetings will take place; what each meeting will entail; how frequently the meetings will take place.

* Meetings will take place approximately three times per year.
* The preference for times was 11am to 12pm in future
* The next planned meeting is end of Jan/beginning of Feb (confirmed 29/1/25 at 11am)
* Preferred method of contact form members is text or email for future invites and copies of minutes
* The minutes will be also be published in the Practice Website

**General discussion points of this meeting included:**

* General appointments system – AK and JR gave an explanation of how we manage and schedule our appointments including Pt Choice appts and Telephone Appointments; Routine appts; Urgent on the Day; 3/5 day urgents
* Parking – The members raised concerns about general parking issues (lack of) and Disabled Parking Spaces. AK and JR explained that the parking issues were exacerbated by staff from the Health Centre next door parking in patients spots. Their contract is for four spaces only but they exceed this daily. AK and JR explained how this is difficult to police but it was explained that the problem should resolve with the planned moving of the Secondary Care services next door.
* New Phone System – AK and JR informed the group of the planned new telephone system and gave some brief details as to what was known about how it would change e.g. queuing system and call back option. Texts will be sent to all patients when this is planned so they are aware in case there are any “niggles”.
* PCN and ICB – A brief explanation was given regarding what the PCN and ICB are, the services they offer and the part the practice plays in these groups.
* Pharmacy – AK explained how Ovenden Pharmacy are not affiliated with Beechwood Medical Centre any more so than any other community pharmacy and that they simply share the same space/location.
* Continuity of Care – MH expressed that she would like to see more continuity of care with GPs for patients. AK and JR explained the recent clinical team changes and how we now have a new stable team. Unfortunately, it is not a quick fix and how services are managed may still affect the choice of which clinician is seen, especially for urgent appointments. There is more choice for routine appointments but patients may have to wait longer to see the clinician of choice.

AK and JR thanked the group for their attendance and input and confirmed we would be in touch at the beginning of January with the next meeting date/time.

CONFIRMED NEXT MEETING DATE: Wednesday 29/1/25 at 11am