

Sothall And Beighton Medical Centre

Patient Participation Group

Minutes of Meeting Thursday 3 May 2012, 6.30pm at Sothall Medical Centre

Attendance: Dr Williams, Dr Welch, Jackie Ashton, Tracey H [receptionist] ...+ 10 patients

Minutes of Last meeting were reviewed: matter arising were:

- Phone system –
- 0845 number - looking to be changed to local number
- From Survey – Noted 5 Action points
- Insulation and sound proofing – Reception area – Conscious of privacy issues
- Extended hours & Triage system

Beighton Health Centre Update

- Refurbishment – Completed
- Ready to move in – not sure when – hopefully within the next 2-3 weeks
- Hold up with the phones/systems/PCT –
- Once the delays have been sorted we will need time to set up to move back.
- Planning to have a open event – Invite Local dignitary for the event
- Raffle Prize – Suggestions – Possibly approach Local Businesses
- Chemist moving in – once we have moved in
- Explained PCT own Beighton Health Centre – after next April they will be disbanded.
- Extended hours – will still be at Sothall and the early mornings will continue on Monday, Wednesday Thursday & Friday Late night Tuesday

Smoking Cessation

- Smoking Cessation – Our programme has been very successful

GP Registrar Training

- Audit – Dr Welch Explained to enable us to have a GP Registrar we had to be Audited – Passed the Audit
- Registrar – will be with us for 9 months
- Trainers – Dr Linsky GP Registrar
Dr Bowers Foundation 2
- Patients praised Dr Edmiston and other F2's

Practice Website

- Emails – everyone agreed to Emails for news letter
- Advised website address – also advised there is a lot of information about us and other NHS services

Triage/appointment system and other options

- Dr Williams & Dr Welch explained the appointment system
- Confirmed same number of appointments/call backs available whilst under one roof as we had when both surgeries are up and running
- Minor Illnesses – both the chemist and our nurses offer this service
- Traige - Dr Williams explained the benefits of this service and that we deal with at least 60 calls per day this way.