

Patient Representative Group Meeting – Bentham Medical Practice

Thursday 6th September – Summary minutes

Matters Arising

- The Chairperson volunteered to talk to the group about her role as a governor with the hospital.

Action Plan – Created from Questionnaires

- The phone answering system is in the process of changing and it would be appropriate to add the reminder that patients can book appointments online at that time.
- Parking space and access to the building to be discussed at the next practice management meeting and then pricing and feasibility can be brought to the meeting.
- It was suggested that a summary of the minutes could be placed in the local magazines to make the public aware of the work the PRG undertake and hopefully encourage patients to communicate more with the group.
- It was suggested that the Action Plan should become an agenda item at each meeting.

Surgery Update

- Staffing – Chris Sweeney to join the practice for a year. Amy and Ben are medical students who are in the surgery every other Thursday until Christmas.
- The next Newsletter to be produced at the end of December.
- The practice Facebook page will hopefully be posted in a few weeks. Initially posts will only be made by the practice.
- In May, MyGP was taken on-board with nearly 500 users to date. If patients require more comprehensive medical details they will also have to sign up to EMIS. The next stage will be PreGP which is a type of triage system when making appointments.
- There was a general discussion on the new Pharmacy2U system. It was generally agreed that this type of system was not beneficial to the community on a number of levels.
- Improving Access to Psychological Therapies (IAPT) – We now have 3 counsellors attending each week supplied by Bradford.