

## **Leven & Beeford Medical Practice**

### **Patient Participation Group Meeting**

**Wednesday 16<sup>th</sup> December 2015**

#### **Staff Members Present**

Terri Wardell, Dr Chapman, Andrea Moulds

#### **Patients Present**

John Carr, Trevor Bottomley, Nancy Sykes, Ann Nixon, Jean Nightingale, Peter Bernard, Dorothy Hailstone, Margot Fowler, Anne Phillips, Gwendoline Cutler.

#### **Apologies**

Ken Hoole, Stephen Smyth, Rosemary Brown, Sally Bird, Christine Maling, David Warnes, Kathleen Smith, Elizabeth Denton, Olga Coates, Adrienne Sellers, Margaret White, Christine Tibbles.

#### **Meeting**

Terri Wardell opened the meeting and thanked everyone for attending especially at this busy time of the year and read out the apologies.

Terri ran through the minutes of the last meeting and it was suggested then that the practice website was not updated with regards to the appointment system as the practice are still looking into this. The practice ran a survey for the possibility of a separate results line, the figures are now back and Terri is looking into this at the moment.

It was mentioned that there was not enough advertising regarding flu clinics, so more posters were distributed around the villages and extra clinics put on to cover demand.

A note has been put on the right hand side of the prescriptions regarding ordering prescriptions, and booking appointments online, along with the repeat line times for Leven and Beeford Surgeries.

John Carr had a query regarding booking an appointment online, he said it was not showing up on the screen that he had booked an appointment at Beeford. Terri will talk to EMIS regarding this.

There are still some results from the monthly "I Want Great Care" practice survey to be uploaded on to the website, Terri is currently on with this.

The practice got the results from its CQC Inspection in September. The practice came out with a "Good" result overall and "Outstanding" for "Caring" and for looking after our elderly patients and patients with Long Term Conditions. The results are to go on the website.

Health Watch also came to visit the practice to look around and observe. They talked to patients about GP appointments and Terri about the practice in general. Their report came back good overall, the only point they made was that the hand sanitizer in the lobby was too high for disabled patients. It was then decided that it would be moved into the waiting room area and the same to happen at Beeford.

It was brought up about patients having issues with some of the new Receptionists. Some were not wearing name badges, and patients sometimes felt that they weren't being very helpful. Terri said that the new staff are to have more training in customer care.

The appointment system was discussed and it was suggested that patients could ring at 5:30pm the day before for appointments instead of ringing at 8:00am when it was really busy. It was decided that this wasn't practical as it would eventually be the same as people would ring the night before making that time equally as busy. It was decided that there was no easy solution to the problem.

John Carr had looked at the Prescription Survey sent to everyone by Terri, as discussed with GP's at their last meeting regarding reducing medication costs. John said he found it a real "eye opener" Wastage was the biggest problem. Terri said that Medicine Management and the Surgery would produce posters to display in the surgery to remind people to only order the medication they actually need. Dorothy asked why we don't take back unused medication. Dr Chapman explained that Jacobs Well no longer accepted them, but wasn't sure why and we would look into the reason.

Peter Bernard was concerned that no medication review was being done with patients when they ordered repeat prescriptions Dr Chapman explained that reviews were done face to face when patients were in consultations.

Terri closed the meeting by thanking everyone for coming and arranged a date for the next meeting.

Date of next meeting

**Wednesday 10<sup>th</sup> February @ 1pm at Beeford Surgery**

Jean Nightingale made her apologies in advance as she is unable to make the meeting.