

Leven & Beeford Medical Practice
Patient Participation Group Meeting

Wednesday 29th June 2016 Leven Surgery

Staff Members Present

Terri Wardell, Andrea Moulds

Patients Present

Rosemary Brown, Wendy Shelton, Pamela Hill, Margaret White, Kathy Smith, Ann Nixon, David Warnes, John Carr, Dorothy Hailstone.

Apologies

Adrienne Sellers, Ken Hoole, Peter Bernard, Trevor Bottomley, Olga Coates, Elisabeth Denton, Jean Hill, Brenda Hubbard, Robert Jones, Trevor Thomson, Lawrence Trender.

Meeting

Terri Wardell opened the meeting by thanking everyone for coming and handed out copies of the minutes of the last meeting.

Terri ran through the minutes of the last meeting.

Text Service: The trial texting service will be starting soon, but as yet we have no actual date. (Update: The trial is to start w/c 8th August).

Non-Attendees: Terri will run a search of patients who don't attend for their appointments every 3 months to keep the group up to date with figures.

Job Vacancies: We had 3 candidates for the Pharmacists job, and she will start in 3 months. 1 Reception/Dispenser post has been filled at Beeford, and the 2 Receptionist posts have now been filled at Leven. Lots of applications were received for these posts.

Friends & Family: It came to light that the friends and family surveys were not being handed out by the receptionists, Terri will send out an email to staff reminding them that this needs to continue to be done. Terri gave out the website address for "I want great care" so the group could look at the information and comments for themselves. It was suggested that the Friends and Family forms were given to patients by doctors and nurses after their consultations.

Patient Survey: Once a year the surgery conducts their own Patient survey. Last year the practice fell short on not advertising having an interpreter available, or a chaperone available. Posters are now up in reception advising patients that these services are available. John also suggested we added on to the form were you seen in a reasonable time scale? Terri advised the group that blocks had been put in to some of the doctor's surgeries so they start earlier but are able to catch up during surgery, this seems to be going well so far.

It was asked why some of the medication prescribed every month was different, Andrea asked Cath the Pharmacist why this is, she said it was not a cost issue, its an availability issue.

Health Trainers: We have now been advised that Health Trainers are now able to do NHS health checks on any patients over the age of 40 – 74 for adults without any pre-existing conditions, instead of them having to go to their local leisure centre for the service. We will advertise this via the new texting service when it becomes available.

Surgery Website: Terri has recently updated the Surgery Website, she showed the group some of the things that she had uploaded, she asked the group to log on and give their feed back at the next meeting.

Chest X Ray: The X Ray information slips have been updated with contact numbers and times.

CQC Visit: It was decided that we would make big posters advertising our “Good” result from the visit and display them in the surgery waiting rooms.

Jacobs Well: Posters have gone up in both surgeries listing what items Jacobs Well can take and where they can be taken to.

John had a query that had been brought to his attention by a neighbour. It was on Baby Vaccination clinic day that a lady’s baby needed changing and she ended up changing the baby on the bathroom floor. Andrea asked if she had gone to reception to ask for a room as one would have been made available. He said he didn’t know but would certainly ask. Terri explained that the lack of space was an issue but relocating wasn’t an easy option.

Terri suggested that we start up a friendship group maybe once every 6 weeks for lonely and vulnerable patients to come to the surgery and talk to other patients and members of the PPG It was suggested coffee/tea and buns/cakes would be available.

Beeford will be hosting an afternoon tea in the near future in association with “contact the elderly”.

Terri suggested renaming the PPG and calling it Friends of Leven & Beeford Medical Practice. Everyone was in agreement of the new name.

Date of next meeting: Wednesday 10th August 1pm at Beeford Surgery.