

## **Leven & Beeford Medical Practice**

### **Patient Participation Group Meeting**

**Wednesday 16<sup>th</sup> January 2019 Leven Surgery**

#### **Staff Members Present**

Terri Wardell, Andrea Moulds, Dr Chapman

#### **Patients Present**

Margaret White, Lawrence Trender, Mazen Khuri, Elisabeth Denton,

#### **Apologies**

Wendy Shelton, Pam Hill, David Warnes, John Carr, Ann Nixon, Rosemary Brown, Dorothy Hailstone, Adrienne Sellers

#### **Meeting**

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

Improving GP Access. Terri told the group that the new Improving Access Scheme started the first week in January, 2019. We now have a blood collection service until 7:30pm on a Thursday night so if a patient needs a blood test there is a facility to have them. The “Hub” is now open in Beverley for patients to go to but these are for pre-bookable appointments only. Terri said that all the details of the improving access service will be going on the practice website.

Job vacancies. Both outstanding positions have been filled one was at Beeford and one at Leven. One lady started at Leven (Lizi) last week and the other lady is to start at Beeford next week (Jamie).

DNA's. There were 111 in November, 114 in December, and 46 in January so far. The figures seem to have gone up slightly this month, we are unsure as to what can be done about this. Terri has spoken to other practices who seem to experience the same problem. Terri will do more searches to confirm the numbers are correct.

The National Diabetes Prevention Programme. (NDPP). The Government are trying to prevent people from getting Diabetes. If they have had an Hba1c blood test result of between 42 and 47 they can go on the (NDPP). It is quite an in depth programme lasting up to 9 months. Letters go out to the patient explaining that they have a high Hba1c level. On the letter is a contact number for the patient to ring and book a place on the course. It was agreed that this was a very good idea, as prevention is better than cure! The surgery will be writing to patients who have already had their bloods done and have had high results.

Newsletter. The next newsletter will be Spring. Pam Hill has sent a recipe to Terri to include in the next edition. Terri said she will put some information in about the NDPP scheme. There will also be Easter opening times and prescription ordering details. Terri will advertise the local walking group and any local activities that she receives information on. The newsletter seems to be very popular, with all copies being taken from reception in both surgeries.

Apologies. Terri apologised for her error sending emails to the whole PPG.

Any other business.

Elisabeth Denton brought up a comment she'd had from a patient who had ordered a prescription item at Beeford, but the item was unavailable. It took quite a few days to sort the query out and the patient felt that there was a lack of communication between the Surgery and Pharmacy at Beeford. Terri offered to look into the matter but Elisabeth said she thought the patient would rather not.

**Date of next meeting: Wednesday 6<sup>th</sup> March 1pm at Beeford**