

Leven & Beeford Medical Practice

Patient Participation Group Meeting

Wednesday 28th September 2016 Leven Surgery

Staff Members Present

Terri Wardell, Andrea Moulds

Patients Present

Elisabeth Denton, Pam Hill, Lawrence Trender, David Philp, Ann Nixon, Kathy Smith, John Carr, Trevor Bottomley.

Apologies

Adrienne Sellers, Rosemary Brown, John McLeavy, Olga Coates, Dorothy Hailstone, Wendy Shelton, Anne Phillips, Margaret White.

Meeting

Terri 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.

Tea & Talk Event. The idea of this was to get vulnerable people to come to the surgery and encourage them to chat to others, when they possibly don't see people for long periods of time. The event wasn't very well attended, with only one person coming to the group. The group did feel that another event should be tried at Beeford before forgetting the idea all together. The group are to organise future events to run themselves, and will think about where is a suitable venue,

A baby changing unit has now been fitted at Beeford Surgery as requested.

Text service, how is it going? Terri sent a text message to all eligible patients that had up to date mobile numbers advertising the flu campaign, there was a very good turnout at the first clinic at Leven. More texts went out for the next clinic at Beeford on 1st October, and there will be another text going out for the last flu clinic at Leven on 15th October. Friends & Family feedback on the text service has been very good, with positive feedback being received from patients.

Flu campaign. Posters for the flu campaign went out to all local shops, delivery drops, local post offices and were also up in the two surgeries.

DNA's / Unused Meds. We currently advertise in the waiting room how much cost to the NHS for non-attended appointments, we are now putting a poster up advertising how much money was lost in non-used medication, in August alone it came to £2265. Doctors are now strongly encouraging patients to buy over the counter pain relief.

Any other business.

Lawrence Trender thought it would be a good idea for the group to do things to help the practice, as we give them such a good service. Ie: handing out flyers, organising a walking club, coming in to the surgery waiting room and chatting to patients etc. It was agreed this was a good idea, and will be discussed further at the next meeting.

Next Meeting **Wednesday 9th November at Beeford, 1pm**
Wednesday 21st December at Leven, 1pm