

## **Leven & Beford Medical Practice**

### **Patient Participation Group Meeting**

**Wednesday 6<sup>th</sup> March Beford Surgery**

#### **Staff Members Present**

Terri Wardell, Andrea Moulds, Dr Chapman

#### **Patients Present**

John Carr, Pam Hill, Ann Nixon, Margaret White, Rosemary Brown, Wendy Shelton, Elisabeth Denton.

#### **Apologies**

Dorothy Hailstone, Mazen Khuri, Lawrence Trender, Adrienne Sellers, David Warnes.

#### **Meeting**

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

#### **Updates**

2019 Flu Campaign. The flu campaign will remain the same as it was last year, with a different vaccine being available to over 65's. Hopefully, there won't be any shortages of vaccines as there was last year.

Improving access. We have been running a late Thursday night clinic since 7<sup>th</sup> January 2019, we have a GP, Nurse and a Phlebotomist working every week. We also have a late blood collection, so we are able to take blood samples until 7pm on a Thursday evening. From February we are using a different computer system to book patients into and all other practices in the area can also book patients into these sessions. In the first week we had patients from other practices that had been booked in with inappropriate appointments, but generally since then it's been patients from our own practice that has been booked in.

Nurse recruitment. Our Practice Nurse Lianne is training to be a Nurse Practitioner so we are now looking to replace her. Terri has 9 interviews lined up, the surgery will do their own in house training.

Update! Terri told the group she had passed her Master's Degree, the group congratulated her and asked if Terri's good news could be put in the latest edition of the Newsletter.

Staff News. We welcome two new members of staff to the Practice one at Leven, Lizi and the other one at Beford Jamie.

Newsletter. Terri passed around the latest copy of the newsletter for the groups feedback. Terri had looked into local exercise groups to put in the newsletter but didn't have much success. The NDDP (National Diabetes Prevention Programme) details were also listed. Everyone agreed on the content of the Newsletter, so it was given the OK to print off and distribute to both surgeries.

Any other business.

A group member commented that she had been to see a Consultant in Urology who told her a letter would be sent to her and the surgery regarding taking some new medication. She never received a letter, and was not informed when a letter arrived at the surgery. She asked if the surgery should contact patients when there is a change of medication from the hospital, as she was concerned that she would never have received the medication. Dr Chapman advised that we wouldn't contact the patient as the hospital had already advised the patient to contact the surgery to ask for the medication.

Brexit. There hasn't been any over ordering of medication as no one is allowed to stockpile drugs.

DNA's. Terri will update the records with the latest figures and feedback the results of the recent survey.

**Date of next meeting: Thursday 2<sup>nd</sup> May 1pm Leven Surgery.**

