

Leven & Beeford Medical Practice

Patient Participation Group Meeting

Wednesday 9th November, 2016. 1pm Beeford Surgery.

Staff Members Present

Terri Wardell, Andrea Moulds, Di George, Dr Chapman

Patients Present

John Carr, Hazel Owen, Pam Hill, Wendy Shelton, Rosemary Brown, John McLeavy, David Warnes, Adrienne Sellers, Margaret White, Kathy Smith, Trevor Bottomley, Elisabeth Denton, Anne Phillips.

Apologies

Lawrence Trender, Ann Nixon

Meeting

Terri opened the meeting by thanking everyone for coming and handed out copies of the minutes of the last meeting. She also thanked Di George, the Supervisor at Beeford for joining us at the meeting.

Terri ran through the minutes of the last meeting.

Tea & Talk Event. The first event wasn't very successful, only one person attended, it was thought maybe bad weather was the reason, and it was suggested holding another event in the Spring? There is already a Tea and Chat ongoing in Beeford at the moment through the Church and it was suggested that maybe we could join in with their events one member will mention at the next village meeting to ask the question, as she is a member of their committee.

Text service. The Friends & Family Tests are also now done through the texting service and is proving very successful, we are getting lots of positive feedback.

Flu campaign. There has been a big uptake of the flu vaccination, 2352 this year, its thought the text service and more advertising is the reason.

DNA's / Unused Meds. The text messaging service has improved the DNA's Last quarter there were 553, this quarter there were only 424. The surgery are unable to strike patients off the list for not attending appointments, but we send letters out to them. It was suggested that we advertise in local news letters etc. for people to contact the surgery with up to date contact details so we can use the text service to confirm appointments etc.

Any other business.

Beeford Surgery are taking part in an afternoon tea event hosted by the charity "contact the elderly" on 19th February, 2017.

Christmas opening hours. The practice is closed Monday 26th and Tuesday 27th December this year. The Pharmacy is open as normal on Saturday 24th and Saturday 31st December. Terri is to do posters to advertise this in the Surgery.

Terri talked about the National Association for Patient Participation Groups. We are members of this organisation, it has really good ideas and tips of what other groups do. Terri is to send log on's to all of our members with the website address on. Terri showed the group the website on her laptop. Terri read out a passage that was posted on the website, they had set up a bereavement service, a well man event

highlighting the risks of testicular cancer and other ideas. All the examples came from CQC “Outstanding” practices.

It was thought that maybe the group could talk to people that had recently been bereaved, Terri to ask the doctors if this is ok with them.

Lawrence Trender thought it would be nice for members to come up with ideas of things that could be done to help the practice and patients.

It was brought up that some members of staff are not wearing name badges. Terri is to send an email out to all receptionists.

The closure of 3 minor injury units was discussed. Patients can go online and keep up to date with what is happening. The surgery are composing a letter expressing their concerns. Terri is to email the members the consultation documents regarding the unplanned care changes in East Yorkshire.

The group asked about Shingles vaccinations, Dr Chapman explained who was eligible and how the vaccination programme worked.

The minor ailments scheme was raised, Terri explained to the group how this worked at the Pharmacy.

Next Meeting Wednesday 21st December at Leven, 1pm