

Leven & Beeford Medical Practice
Patient Participation Group Meeting

Wednesday 18th May 2016 Beeford Surgery

Staff Members Present

Terri Wardell, Dr Chapman, Andrea Moulds

Patients Present

Ann Nixon, Rosemary Brown, Wendy Shelton, Pamela Hill, Trevor Bottomley, Lawrence Trender, Margaret White, Anne Phillips.

Apologies

David Warnes, Jean Nightingale, Kathy Smith, Dorothy Hailstone, John Carr, Adrienne Sellers, Ken Hoole

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.

Temporary Patients: Terri handed out some statistics of the temporary patients. Dr Chapman explained the cost of drugs for these patients don't come out of the surgery budget.

Mystery Shopper: Two mystery shopper forms have been received both have had positive comments about members of staff and the appointment system.

Text Service: The surgery are going to trial a text message service for 1 month, the service includes confirmation of appointments, enables patients to cancel their appointments and also can inform patients when there are flu clinics etc. The surgery can tailor the system to meet their needs. Rosemary Brown agreed to be a "guinea pig" for the text messaging service.

Non-Attendees: Terri ran a search of patients that didn't attend for their appointments for January to April 2016. She calculated the cost to the NHS would have been £29,745.

Job Vacancies: Terri asked members to spread the word as Beeford are looking for a receptionist for 22.5 hours and Leven are looking for 2 receptionists for 14 and 15 hours respectively. Leven Pharmacy is also looking for a full time Support Pharmacist and a Checking Technician for 24 hours.

Friends & Family: We are still a 5 star practice! Some of the group were unsure how this worked, Terri explained how the Friends & Family questionnaires system worked. Some of the patients had never been given a form by the receptionists. Terri said she would remind the staff to hand out the questionnaires. Terri said that all the information on the forms are taken on board, and publicised in the surgery and on the website as "you said we did".

Chest X Ray: Rosemary asked if you needed an appointment for a Chest X Ray at Hornsea Cottage Hospital, usually an appointment is not required for a Chest X Ray but it is for any other type for X Ray.

CQC Visit: Ann suggested contacting the Hull Daily Mail to publicise our "Outstanding" report from the CQC inspection. Terri explained how a CQC inspection works and that they visit surgeries every 3 years.

Jacobs Well: Lawrence asked if Jacobs Well adverts could be put up in the surgery waiting rooms for patient's information.

Telephone System: It was decided that the surgery was not going ahead with the new system as there was a chance that it wasn't going to be reliable enough and would incur hidden costs.

Card Machine: A card machine has now been installed at Beeford, to enable patients to pay with a credit or debit card, the patients are really pleased with this.

Sick notes: Ken asked if you had to pay for a sick note. Dr Chapman explained that you only had to pay for a private sick note.

Date of next meeting: Wednesday 29th June 1pm at Leven Surgery

Lawrence Trender is unable to attend the next meeting.