

Leven & Beeford Medical Practice

Patient Participation Group Meeting

Wednesday 2nd September 2015 @ 1pm

Staff Members Present

Terri Wardell & Josette Riley

Patients Present

Rosemary Brown, David Warnes, Sally Bird, Ann Nixon, Jorina Stark, Jean Nightingale, Elisabeth Denton, Dorothy Hailstone, Margaret White, John Carr, Peter Bernard, Adrienne Sellers, Olga Coates, Trevor Thompson & Brenda Hubbard

Apologies

Dr Chapman, Trevor Bottomley, Jean Hill, Robert Jones & Anne Phillips

Meeting

Terri Wardell – Practice Business Manager opened the meeting and welcomed all the new / first attenders to the group. She gave a brief outline of what the group is about and handed out the previous minutes and a copy of the presentation to those who had not been before.

From the last meeting an “Information Binder” has been created for the surgery waiting rooms (2 binders at Leven & 1 binder at Beeford). This is to be updated and amended as appropriate and to contain any information that either the practice or the patient group feels appropriate for everyone.

A general discussion on various “help” topics highlighted that it might be appropriate to have a designated member of the surgery staff “champion” who would be able to help patients who need help in accessing services not provided by the surgery or hospital referrals e.g. carer support / financial support. This person would either have the knowledge or be able to find it for the patient and “signpost” them in the right direction.

It was suggested that a number of things should be added to the practice website as well as certain forms be available for download enabling patients to access other services. Terri will create a section for the younger patients where they can comment/participate and become aware of services without them having to attend the surgery. This will hopefully encourage younger involvement both in the practice and the participation group. Also a section for Carers – both young and old (this may be very useful for young carers who are often unsupported)

It was noted that not all patients are comfortable using the internet and so much of the information will be in paper format in the information binder. There will be an introduction

in the binder saying that anything a patient wants a copy of to ask at reception and they will photocopy for them.

Once again it was suggested that a note in the local village news bulletins should occasionally highlight surgery news. For example we now have a Nurse Practitioner working so her role and surgery clinic time being published would be useful.

It was suggested that the explanation of appointment booking should be clarified. This is also to be made clear on the website and in the waiting rooms – online booking of appointments to be promoted and Nurse Practitioner to be added to the online booking system.

Another suggestion around finding out information which may help new mums ie local baby & toddler groups or “how to budget” information. It was suggested that Sure Start at Beeford could be contacted to supply information.

Terri said that she would welcome communication between meetings preferably by e-mail and will post the minutes of the meeting on the website and e-mail a copy to all those who are members of the group.

Terri handed out terms of reference forms to all new members.

Terri thanked everyone for coming and there was a general discussion to decide the next meeting.

Date of next meeting arranged for:

Wednesday 21st October 2015 @ 2pm at Beeford Surgery