

Leven & Beeford Medical Practice
Patient Participation Group Meeting

Wednesday 21st October 2015

Staff Members Present

Terri Wardell, Dr Chapman, Andrea Moulds

Patients Present

John Carr, Rosemary Brown, Dorothy Hailstone, Joan Nightingale, Jan Jagger, Margaret White, David Warnes, Richard Lunn, Hilary Winterbottom, Gill Kendall, Sally Bird, Elisabeth Denton, Trevor Bottomley, Hazel Owen, Margot Fowler, Jean Hill.

Apologies

Janet Brown, Olga Coates, Gwendoline Cutler, Elizabeth Lambert, Christine Maling, Janine Sykes, Peter Bernard

Meeting

Terri Wardell opened the meeting by welcoming all members new and existing. She handed out a copy of the previous meetings minutes to everyone then continued to give a brief explanation to the new members of what the group is about.

From the last meeting Terri explained that she had updated the website, with more information for young people and new mums, there is still more information to upload and that is ongoing.

Terri discussed our recent CQC visit, explaining that we were given two weeks' notice for the visit, Terri explained what was expected of us to comply with the CQC, we are awaiting the results which will take approximately 6-8 weeks, and Terri said she thought the inspection seemed to go well.

It was suggested at the previous meeting that an explanation of how the booking system works should be uploaded on to the website, Terri has altered the system but it still needs a little tweaking. When this is done it will be put on the website.

Hearing Aid Loops were discussed; the surgery has some for use that need testing out by a patient with a hearing aid. Terri asked the group for volunteers.

It was suggested that both surgeries had a results line for patients to ring for all blood results, Scan results, X ray results etc. The group were in full agreement that this would be a good idea.

One member of the group commented that Flu clinics weren't advertised well enough, as patients in Skipsea weren't aware of clinic times. It was agreed that more advertising would go out in the community and on the practice website.

Terri said she would like to encourage younger members to join the group, so it was agreed to advertise in local mother and toddler groups in local villages.

The group were asked if they had any suggestions for improvements to the surgery. One member suggested that receptionists give their name when answering the telephone.

It was agreed that it would be helpful if more people were encouraged to book appointments and order medication on line. A note is to be put on the right hand side of prescription sheets to encourage more people to use the service.

After surveying the number of DNA's in the practice it was suggested we put a notice up in reception every month how many people hadn't turned up for an appointment.

Terri asked all members to go on to the practice website and see if they could see any areas which could be improved.

The minutes of this meeting will be emailed out to everyone in the group and will also be uploaded on to the website.

Terri will also put the "I Want Great Care" feedback from patients on the practice website, for patient's information.

Terri closed the meeting by thanking everyone for attending and a time and date was arranged for the next meeting.

Date of next meeting:

Wednesday 16th December @ 2pm at Leven Surgery