

Leven & Beeford Medical Practice
Patient Participation Group Meeting

Wednesday 23rd March 2016

Staff Members Present

Terri Wardell, Dr Chapman, Andrea Moulds

Patients Present

Rosemary Brown, Wendy Shelton, John Carr, Kathy Smith, Lawrence Trender, Adrienne Sellers, Margaret White, Dorothy Hailstone, Margot Fowler.

Apologies

Ken Hoole, Jean Nighingale, Ann Nixon, Peter Bernard, Anne Phillips

Meeting

Terri Wardell opened the meeting by handing out copies of the minutes of the last meeting. She also welcomed the new member Mr Trender, Terri gave him a brief explanation of what we do in the group.

Terri ran through the minutes of the last meeting.

New telephone system: Initially this seemed a really good idea, however the system runs off the internet, which at times is unreliable. IT are looking into this for us. More information is needed before any decision is made. John Carr asked if a new telephone system was actually required.

Medicine Management: A couple of months ago the CCG looked at budgets for medications. Pharmacy have some leaflets of what's going to be changed ie: Gluten Free bread and flour will be limited, Diabetic medication not changing but the test strips machines are being changed to a cheaper version. Patients will not be happy with the change but we have no choice in the matter. The group thought this change would be confusing for patients. Terri will try and get a copy of the medication survey. Fortisip drinks are being stopped but not for palliative care patients. Wendy suggested putting posters up in the surgery for an alternative ie: meal ideas etc.

Online Access: As from 1st April, 2016 we are all ready to go ahead with this. Patients can access certain parts of their records, results, problems, medications and vaccinations, this service is available to everyone.

Transport to the surgery from Skipsea: Terri spoke to the doctors, but it was decided that it wasn't cost effective. Terri mentioned that in other surgeries their PPG members do fundraising to raise money for a minibus etc. Hornsea Lions to be contacted regarding transport options.

Non-attenders: In November 2015 **187** didn't attend for appointments. Terri looked into the age group of non-attenders there were **17** 0 – 15, **22** 16-24, **72** 25 – 64, **76** 65 - 90. Only **6** of those were booked online.

Mystery Shoppers: Terri handed out forms to members for them to start using. There were one or two bits that the group thought needed changing on the forms, one being the question at the bottom of the form, it is now to be altered to "Were you happy with the appointment offered?" Terri will make the adjustments. Not all the members were happy about being involved in the Mystery Shopper exercise.

New chairperson of the PPG: Terri asked if anyone would like to be the new chair of the PPG. The whole group agreed that Terri should carry on in the role as she does such a good job.

Jacobs Well: This is a list of items that Jacobs Well will accept: **NO Medicines**

Bandages & dressings, Unused Ostomy products, Medical equipment, such as thermometers, blood pressure machines, ventilators, heart monitors, etc. Hearing aids & Spectacles (not broken ones or sun-glasses), Wheel chairs, crutches, etc. Medical Feeds – with at least 12 weeks until expiry

Dr Cooper: Terri announced the good news that Dr Cooper was to become a partner at the practice as of the 1st April, 2016.

Men B Vaccine: John Carr asked about babies receiving the vaccine. The vaccine is now available privately but there are currently no vaccines in the country. There is no problem getting the vaccine if the child is in the specified age range.

Receptionists: Wendy Shelton asked if the receptionists had other jobs, Terri explained the girls had numerous other jobs to do alongside reception work including Scanning, Coding, Repeat Line, Deductions.

Prescriptions: Wendy also mentioned a prescription lost at Beeford, a patient had been in with the doctor handed a prescription in to the reception and waited for it for to be dispensed. After waiting for some time, the patient went to the desk to see what was happening with the prescription, it then came to light that the prescription had gone missing. The receptionist had to go and see the doctor and get another one issued. The patient wondered how this could have happened.

Physio: Terri talked about practices working together with other local practices to offer services such as Physio. The surgery used to have a Physio on site every week but this was stopped last year.

Leven Charity Fund: The PPG to start fundraising for medical equipment, Physio etc. The CQC have ideas for fundraising on their website.

List size – Terri showed everyone a graph of the registered patients as at 1st January each year from 2000 to 2016. It was requested that the temporary list size is looked at. Terri to bring to next meeting.

Date of next meeting: Wednesday 18th May, 2016. 1pm at Beeford.