

Leven & Beeford Medical Practice
Patient Participation Group Meeting

Wednesday 10th February 2016

Staff Members Present

Terri Wardell, Dr Chapman, Andrea Moulds

Patients Present

Rosemary Brown, Wendy Shelton, Peter Bernard, John Carr, Kathy Smith, Ann Nixon, Elisabeth Denton, Nan Sykes, David Warnes, Anne Phillips.

Apologies

Sally Bird, Olga Coates, Dorothy Hailstone

Meeting

Terri Wardell opened the meeting by thanking everyone for attending and handed out copies of the minutes from the last meeting. She also welcomed two new members.

Terri ran through the minutes of the last meeting.

Results Line:- The surgery did a survey over a 3 week period to see how many people rang for results and at what times of the day they rang. It was decided that no extra telephone line needed to be installed as not enough calls were received. It was suggested that slips should be given out to patients when they are seeing the HCA or Phlebotomist with the best times to ring the surgery for results.

Appointment System:- An explanation of the appointment system has not yet been uploaded on to the website. At the moment there is no solution to the problem of patients being able to get an appointment due to sheer volume of patients requests. One patient said she tried to get through and it took her 16 attempts, another patient had range from her I phone and it counted 58 attempts to get through. Terri said that a company came to see her regarding installing a new telephone system which could possibly help with the problems of appointments.

Online Appointments:- John Carr said that he was unable to see which site he had booked an appointment at online. Terri gave out a leaflet to everyone explaining that you need to press the Location button and it will then show up either Leven or Beeford.

CQC Report:- The "Very Good!" CQC visit report was published in December 2015, and was uploaded on to the practice website.

Receptionists:- Terri has had discussions with staff regarding offering appointments, and advising of the different options available to patients. She will be doing some observations over the next few weeks. She also wondered what the group thought about possibly being "mystery shoppers". The staff would be informed if this was to take place.

Jacobs Well:- They are unable to take unused medications due to EU regulations. Terri gave out a list of what Jacobs Well still can take.

Online access to medical records:- Terri talked about patients being able to have access to their medical records. The question of safety regarding this was mentioned. Terri explained forms must be completed by the patient and photo ID to be provided. Patients will be able to view medical records, test results and hospital letters. Access should be available to all patients by the end of March 2016.

Any Other Business:- Someone asked if holiday makers from Skipsea, Barmston etc could be seen at the surgery, Terri said yes as a temporary resident.

John Carr asked what the procedure was when blood tests were required by a Consultant after a visit to the hospital. Dr Chapman explained the full procedure. Terri said she would see John after the meeting and look in to the matter for him.

Terri explained we had taken on 2 new members of staff to make more blood test appointments available.

John Carr asked if more non-attended appointments are by people who book online rather than over the phone, and what age group they seem to be. Terri said she would try and have a look into this. It was also asked if missed appointments flag up on the screen. Terri explained if 3 appointments were missed in the year then we send the patient a letter, but we would never remove them from the practice as other practices do.

Someone asked about patient transport from Skipsea as older patients find it difficult to get in to the surgery. It was explained that Skirlough and Long Riston have a transport service provided due to a historical agreement.

The patient population of both surgeries were discussed but after doing a search it was found that the numbers hadn't really changed much at all over the last five years, it hovers around the 11,00 mark.

The meeting closed at 1:45pm.

Date of the next meeting:- Wednesday 23rd march at 1pm at Leven Surgery.