

Leven & Beeford Medical Practice

Patient Participation Group Meeting

Wednesday 1st February 2017, Beeford Surgery

Staff Members Present

Terri Wardell, Andrea Moulds

Patients Present

Trevor Bottomley, John Carr, Rosemary Brown, Wendy Shelton, Pam Hill, Ann Nixon, Kathy Smith, Elisabeth Denton, David Warnes, Anne Phillips.

Apologies

John McLeavy, Lawrence Trender, Adrienne Sellers, Margaret White, Dr Chapman.

Meeting

Terri 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.

Coffee & Chat. The coffee and chat at Beeford was attended by Terri, Cathy and Andrea. It was a very friendly, well organised group with many members. Terri asked if in the future maybe the PPG could come along and join in with the group. It was thought that our patients in Leven or Skipsea wouldn't really benefit due to the travelling involved but it would be open to all our patients. Elisabeth will ask the group if this would be possible, and if so Terri would make some posters advertising the meeting and put that all were welcome. Terri will ask Cathy to make enquiries about the Recreation Hall to see if there would be a charge to hire the small room if we were to host a similar event. Terri mentioned inviting speakers to come along ie: Nurses to discuss healthy eating etc. The group were asked to explore some options and think of some topics.

Bereavement Service. Terri made up a bereavement pack and handed it round to everyone to have a look at and give their thoughts. Kathy Smith mentioned a "Sue Ryder" website that patients could go on which gives lots of useful information and advice following bereavement. Terri is to put a section on the Surgery website and put some links on for patients to follow. John Carr mentioned a website called "Tell us once" which contacts organisations informing them of a person's death and cancels all things connected to ERYC. Terri has ordered some nice folders for the packs to go in.

Updates.

Unused Meds. The Pharmacy returns for August 2016 were £2,265.00 and the returns for November 2016 were £2,546.28 which is an increase on the last quarter. It was decided that the posters and adverts in the surgery were obviously not working, as people tend to hoard medication.

DNA's. The cost to the NHS for DNA's in August, September and October 2016 were £19,080 and the cost in November, December and January was £21,240 another increase on the last quarter. Terri is to do a search and make a poster giving details of the age, gender of the patients not attending for appointments. It was asked if Terri could do a poster that "Shocks" patients to try and make them understand the importance of attending appointments. The poster will be put in local village magazines in Leven, Beeford, Brandesburton and Skirlaugh. Rosemary Brown would like a harsh worded letter to go out to patients that DNA for appointments. John Carr asked if we could do an email service to remind people of appointments, we are unable to do this as there is no facility on our system. Wendy Shelton asked if we could pay someone to come in and call patients to remind them of appointments. Terri said this wouldn't be possible due to confidentiality and also the sheer volume of patients we would have to ring due to the amount of daily

clinics we hold at both surgeries. Terri is to ask Practice Managers at other surgeries how they deal with DNA's.

Any other business.

MJOG. Pam Hill asked if there was a problem with the texting service as she received a text message one week prior to her appointment but nothing after that. We will contact MJOG and look into the matter.

Contact details. It was suggested that a form was handed out to patients on reception asking them for up to date contact details which should help with the texting service.

Hart Bus. Wendy Shelton asked if the service extended to the doctors surgery. Terri said she would look into this.

Flu Campaign. There has been a good uptake this year, we are still contacting patients to ask if they would like a flu vac. Lots of people were given a flu vac that weren't eligible, it was decided that this maybe needs better management, and was suggested we go back to the system of pre-booking appointments so we are aware of patient's eligibility before they come in.

Date of Next Meeting Wednesday 15th March 2017 1pm Leven Surgery.

Apologies in advance Liz Denton.