

Leven & Beeford Medical Practice

Patient Participation Group Meeting

Wednesday 3rd May 2017, Leven Surgery

Staff Members Present

Terri Wardell, Andrea Moulds

Patients Present

Pam Hill, John Carr, Ann Nixon, Margaret White.

Apologies

Adrienne Sellers, David Warnes, Kathy Smith, Rosemary Brown, Elisabeth Denton, Wendy Shelton.

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. Terri and Andrea couldn't attend the meeting at Beeford. Terri feels that Beeford patients would benefit more than Leven. Leaflets are to be put into the surgeries advertising the Beeford Group.

Bereavement Service. Cathy Smith sent a really good booklet for the Surgery waiting room, it gave very clear simple advice to people who have recently had bereavement. The booklet had been removed from the waiting room by a patient, we are hoping to get some more soon. John Carr mention the "tell us once" service, Terri is to upload the link on the surgery website.

Unused Meds. There are currently a campaign encouraging people to buy medication over the counter ie: paracetamol.

DNA's. Nothing can really be done about patients DNA's, Terri has been in touch with other Practices in the area and they have the same problems.

M-JOG. We have since found out from M-Jog that we need to re-boot the system once a week which should clear up any problems there may be with the texting service.

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. This hasn't been done yet but will be handed out to patients shortly.

Hart Bus. Wendy Shelton asked if the service extended to the doctors surgery. Terri said she would look into this. Terri has been trying to contact them but as yet has had no reply.

Flu Campaign. The surgery are unsure how best to run the flu campaign this year. We may revert back to an appointment system and try and control the eligibility of patients. Posters are to go up in reception about being a registered carer.

Theme for Surgery: Notice Board: It was decided that maybe we should have a theme for the Surgery notice board. It was agreed that Mental Health would be first. Terri said she would look on MH websites for posters, information etc. At Withernsea Practice they have Diabetes UK come in for group sessions with patients. Terri thought that maybe one day one of our nurses could sit in reception promoting, health and wellbeing, healthy eating etc.

Long Term Conditions Clinics: Terri told the group about the new clinics to replace the Long Term Conditions ones, they are now called Multi Morbidity Clinics. They will work in much the same principle but have more emphasis on Diabetes, and there are more things to be done at reviews.

E-Consult: The CCG are funding a new scheme called GP Web Consult. Patients can go on the surgery website to find this. Terri gave everyone a demonstration of how to use the system. She explained that it wasn't for emergency cases as a response would be given by a GP within 48 hours. The system goes live on 18th May. It's designed to give patients GP access 24/7. The new system will be funded for the first year by the CCG, but after that the Surgery will have to fund it and it's quite expensive.

Elisabeth Denton sent a message asking if we could advise patients when their repeat medication had been changed to a different brand that particular month. It wasn't feasible due to the volume of prescriptions issued.

Any other business

Signposting: The girls went on a useful course regarding signposting. There is an ERYC website available to help people and direct them to local services/groups in the area.

It was mentioned that Beeford patients were being sent to Leven Surgery if they wanted to see a particular doctor, which is sometimes awkward for elderly patients. It was suggested that we put notices up when doctors were on leave and ask the patients to see any doctor. Also it was brought up about Beeford prescriptions taking up to 1 week to process. Terri said she would look into this.

Date of Next Meeting Wednesday 21st June 2017 1pm Beeford Surgery.