

## **Leven & Beeford Medical Practice**

### **Patient Participation Group Meeting**

**Wednesday 21<sup>st</sup> June 2017, Beeford Surgery**

#### **Staff Members Present**

Terri Wardell, Andrea Moulds, Dr Chapman

#### **Patients Present**

Pam Hill, John Carr, Margaret White, Kathy Smith, Rosemary Brown, Lawrence Trender, Dorothy Hailstone.

#### **Apologies**

Ann Nixon, Wendy Shelton, Hazel Owen, Adrienne Sellers, David Warnes, Trevor Bottomley, Elisabeth Denton.

#### **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.

Hart Bus. Terri contacted Hart and they sent some leaflets to the surgery, they also told her to tell patients to ring Hart and see if there are any places available on the bus. Terri has uploaded the details on the surgery website.

Notice Board: It was agreed at the last meeting that we would have a monthly theme on the waiting room notice board at Leven. This month Leven is promoting Mental Health Awareness. One patient asked if we would advertise Aortic Dissection awareness in September, Terri offered up to 19<sup>th</sup> September, then Blood Pressure awareness after that. The group decided we needed something positive on the board for July. Terri said she would put up a display which hopefully would do this. Also to look at a poster in the waiting rooms to advertise what patients don't need to see a GP for.

E-Consult: Terri explained to members who weren't at the previous meeting how the E-consult system worked. Only one person had used the service so far. The group thought it may be aimed at younger people.

It was agreed that a notice would be put up in both surgeries telling patients to see other GP's if their favoured GP wasn't there. Hopefully this will encourage patients to see another doctor.

Retirements. Joan Northgraves our practice nurse retired in June after 32 years at the surgery, she will be greatly missed. Also, Sharon Hunt who worked in the Pharmacy retired after 30 service. We also said goodbye to Caroline Slater our Nurse Practitioner who has gone to work nearer home.

We are currently advertising for an additional receptionist at Leven to work 17 hours, we will be interviewing for the position shortly.

Check in screen at Leven. A check-in screen has been installed at Leven; Terri asked the group if anyone was available to come to Leven Surgery to assist and encourage patients to use the screen, no-one put their name forward. We will assess whether one would be useful at Beeford when Leven has been up and running for a period.

Repeat Prescriptions – Beeford. Prescriptions can be ordered 1 week in advance. Terri is being given daily updates about the position of prescriptions and if they are behind in dispensing them.

Any other business

Magazines. Dorothy thought the magazines were placed too high on the wall in the waiting rooms making it difficult to reach them.

Flu campaign. Dorothy asked what date the flu campaign starts this year. Alerts will be put on non-eligible patients records.

OOH. Lawrence Trender was opposed to opening 7 days a week. We are currently working with other practices to see if we can offer weekend services, nothing has been decided as yet as its all still in the very early stages of planning.

Date of Next Meeting **Wednesday 9<sup>th</sup> August 2017 1pm Leven Surgery.**