

Leven & Beeford Medical Practice

Patient Participation Group Meeting

Wednesday 21st March 1pm Beeford

Staff Members Present

Terri Wardell, Andrea Moulds

Patients Present

Ann Nixon, Pam Hill, Lawrence Trender, Mazen Khuri, Ian Banks, Margaret White, Elisabeth Denton, Rosemary Brown, Wendy Shelton.

Apologies

Adrienne Sellers, John Carr, Dorothy Hailstone, David Warnes

Meeting

Terri opened the meeting by thanking everyone for coming.

Terri started by talking about the fundraising event for Defibrillators in Memory of Dr Sykes. There is an "Auction of Favours" fundraising event taking place on 18th May at Leven Sports Hall, Terri said that the tickets would be going on sale shortly. ERYC were going to advertise the event too. Lot of prizes have been donated so it should be a good night! The book sale at Leven & Beeford Surgeries are going really well too.

Defibrillator Training. The Surgery are currently organising some training at Leven Sports Hall. Terri will advertise the sessions when she knows the times and dates. Mr Khuri asked for a clearer protocol on Procedure in the case of an emergency. Terri will contact the ambulance service to find out.

Mirror outside the surgery. Terri hasn't been in touch with the Police yet regarding putting up a mirror opposite the surgery. As the Council had denied permission for us to put a mirror up it was suggested that Terri spoke to the owner of the house opposite to ask if a mirror could be put up on the outside of their hedge.

Newsletter. Terri brought a copy of the newsletter that she had put together for the group to look at and comment on. Everyone agreed that the first edition was really good, and they liked the features on walking, and Easter biscuit recipes, so Terri is going to make copies and distribute them in both surgeries. It was also suggested that we put the Newsletter in local village Newsletters too as it also gives information for patients.

It was previously suggested the Newsletter ran a piece on Doctors and Staff, giving personal details about them, there wasn't a very positive response to this, but Terri thought we could maybe focus on specific jobs ie Receptionists, Health Care Assistants and what their role entails. The group agreed this was a good idea.

Any Other Business

Terri advised the group of changes in Data Protection guidelines. The surgery needs permission from the patient for the surgery to contact them by text regarding appointments or information. We are still awaiting more information from NHS England.

It was brought up about Online Repeat Prescriptions not being looked at properly by staff, and messages aren't being read. Terri said she will speak to members of staff about this.

It was brought up about the online booking system not being easy to use, Terri explained it was part of the clinical system we use so we are unable to do anything about it.

Mr Trender expressed concerns about bad communications with patients and hospitals, everyone agreed there was a great deal of pressure on the NHS, so this situation will continue to happen.

Date of Next Meeting **Wednesday 9th May 2018 1pm Leven**