

Leven & Beeford Medical Practice

Patient Participation Group Meeting

Wednesday 3rd October 2018 Leven Surgery

Staff Members Present

Terri Wardell, Andrea Moulds

Patients Present

Margaret White, Adrienne Sellers, Mazen Khuri, Rosemary Brown, Pam Hill, Ann Nixon, John Carr, Dorothy Hailstone, Elisabeth Denton

Apologies

David Warnes, Wendy Shelton, Dr Chapman, Dr McDiarmid.

Meeting

Terri opened the meeting by thanking everyone for coming.

Defibrillator Fundraising. Terri advised the group that we will no longer be raising money for Dr Sykes Defibrillator fund, the responsibility has now been moved over to the family. Free training is available; Elisabeth is to liaise with Yvonne. Eventbrite.com has details on their website about training sessions.

Patient Survey. Terri discussed the points raised with the group. Generally all of the comments were very positive.

Staff and Beeford. Beeford Surgery is currently very short staffed; they are struggling to recruit staff at the moment. They have recently been let down by a couple of new starters. The jobs have now been re – advertised.

Care Navigation. Reception staff in East Riding practices have now completed training in Care Navigation. Leven are currently having problems putting a greeting message on their phones. Dr Sowerby has recorded a message on Beefords phones. However, the scheme is not compulsory for patients, and if they don't feel comfortable giving details of their medical problems then there will no pressure to do so. The group expressed its concerns that it will take longer to get through to the surgeries and they were also worried about patient's privacy at the front desk. The practice has purchased stands to be placed in the waiting room for patients to stand behind, allowing patients extra room for privacy. Terri explained that the NHS had a 5 year plan and that Care Navigation and Signposting was part of it.

Improving GP Access. As from 1st October 2018, patients should have GP access 365 days a year. Leven is taking part in this scheme and has chosen to open Thursdays from 7:30am to 8:00pm. The practice is still discussing possibly opening weekends. There is to be a new computer system installed on to our own PC's but as yet this hasn't happened. Terri is to discuss GP access in more detail at the next Doctors meeting. The practice needs to find staff to cover shifts including Nurses, Doctors and Reception staff. This service is not for emergency appointments, they will all be pre-bookable.

This is a national initiative being rolled out all over the country. The computer system that is to be used is still being tested to ensure there is interoperability between all clinical systems. East Riding CCG will be pushing advertising on TV, Websites, and Posters etc... There are big changes coming to GP services in the future!

Any other business.

Elisabeth Denton gave new contact details for The Beeford Buzz as of the end of October Alan Benstead is taking over. His details are buzzfeed2018@hotmail.com

Elisabeth also raised concerns about a Hypertension letter she had received. She said her bloods weren't due until January 2019, but she had received her letter in October, 2018. Andrea briefly explained the recall system to Elisabeth, but couldn't say exactly what the problem was as she couldn't see Elisabeth's records. Andrea said she would look into this and get back to Elisabeth.

Date of next meeting Wednesday 28th November 2018 Beeford Surgery