

## **Leven & Beeford Medical Practice**

### **Patient Participation Group Meeting**

**Wednesday 28<sup>th</sup> November 2018 BEEFORD Surgery**

#### **Staff Members Present**

Terri Wardell, Andrea Moulds

#### **Patients Present**

Margaret White, David Warnes, Mazen Khuri, Rosemary Brown, Pam Hill, Ann Nixon, Elisabeth Denton

#### **Apologies**

Wendy Shelton, Dr Chapman, Lawrence Trender, John Car, Adrienne Sellers, Dorothy Hailstone.

#### **Meeting**

Terri opened the meeting by thanking everyone for coming and handed out the minutes of the last meeting.

Defibrillator Fundraising. Elisabeth Denton is in touch with Yvonne Sykes, and she had told Elisabeth that they have sufficient funds to buy more defibrillators but she is having problems with the Parish Council as to the maintenance of the defibs. Terri advised the group to look on Eventbrite for training sessions.

Staff shortages at Beeford. Beeford Surgery has now recruited 2 new members of staff on reception and in the dispensary and they are settling in really well so far. Terri and Di George are holding more interviews this week for the final vacancy. There have been lots of applications for the job, so hopefully we should have a successful candidate by the end of the week.

Care Navigation. Seems to be going quite well so far, patients don't seem to mind brief questions being asked by the receptionists. One group member told us of a positive experience she had encountered with the Care Navigation system, and told us that she was very pleased with the outcome!

Improving GP Access. The surgery are still trying to sort staffing etc for the Improving Access but are hoping to have the system up and running at Leven in the new year. There is currently a Hub running in Beverley, although we're not sure where at the moment. Terri will update the website and put leaflets in the surgery for patients to read.

Newsletter. Terri handed the latest edition of the newsletter for the groups approval. Terri will add some local events to the newsletter when she gets more details.

Any other business.

Non-Attendees (DNA's). Terri will run a search to find out how many DNA's there have been. Terri will put a piece in the next newsletter reminding people about keeping appointments. Only a small percentage of the patients are on the text messaging system so it's difficult to contact them with reminders. It was suggested that we highlight the number of DNA's that go up in the waiting room in a bold bright colour so that it stands out to patients.

Flu Vacc Clinics. David Warnes wanted to pass on some positive feedback about the Flu Vacc campaign. He thought the clinics were really well organised considering the amount of people that came for a vaccination.

It was asked if there was a Business Continuity Plan for Brexit, Terri said no as the NHS has no plan as its all still up in the air nationally.

Date of next meeting Wednesday 16<sup>th</sup> January 2019 1pm Leven Surgery