

Leven & Beeford Medical Practice

Patient Participation Group Meeting

Wednesday 22nd November 2023 1:30pm Leven Surgery

Staff Members Present

Terri Wardell, Andrea Moulds

Members Present: available on request

Apologies:

Terri started the meeting by thanking everyone who came to Leven to help with the poppy stand for Remembrance Day. Terri will let everyone know what amount was raised when the Royal British Legion inform her.

A member of the group asked about the Patient transport service available for the patients. Recently it appeared that a nurse and a Care Navigator didn't know about the taxi buses. Terri stated that there was a new nurse and new care navigators so she would make sure this is communicated around the practice.

Patients were asking how they go about making a complaint. Terri explained the procedure to the group. She explained that a form was available from reception which could be filled in and followed up by the Surgery. Terri will look into finding a way of getting easier access to the form and will upload one on to the website.

Messaging service to patients. Terri explained we have two email addresses, one for communication with the hospitals and one for general enquiries, but this one shouldn't be used for anything clinical.

Test Results. A patient thought there was a need for a failsafe system to let patients know the results are ok or not. Terri explained the online access on the NHS app which will give patients their results. It was mentioned that it says on the website, don't contact the surgery for results, Terri will look into this.

Newsletter. Christmas/Winter. It has details of the Christmas opening times, recipes, Parkinsons information, emergency numbers and mental health links over the Christmas period. These were some of the suggestions of things to put in it.

Notice Board. Terri advised the group that the Doctors were not happy to put a notice board outside, Terri will ask the Parish Council whether we can use the local notice boards.

Care in the community. A patient asked if we were involved, Terri explained that District Nurses go out in the community to care for patients. Our staff go out to administer Long Term Condition reviews and Flu vaccines

Next date of meeting: TBC