

**Leven & Beeford Medical Practice**  
**Patient Participation Group Meeting**

**Wednesday 10<sup>th</sup> August 2016**

**Staff Members Present**

Terri Wardell, Andrea Moulds

**Patients Present**

Nan Sykes, Jean Hill, Ann Nixon, John Carr, Pam Hill, Wendy Shelton, , Kathleen Smith, Brenda Hubbard, Margaret White, Anne Phillips

**Apologies**

David Warnes, Adrienne Sellers, Dorothy Hailstone, Rosemary Brown, Margot Fowler, Richard Lunn, Mark Gillyon-Powell, Elizabeth Denton, John McLeavy, Janice Jagger

**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.

The text messaging service has now been set up and will “Go Live” on Friday 12<sup>th</sup> August. Out of 11,000 patients there were only 4,500 patients with mobile numbers recorded on their records, all of these were sent a text message introducing the service and were given the option to opt out of the service, of which only 9 people have chosen to do so. Patients will receive reminders about upcoming appointments, adverts for the flu campaign and many more things. The surgery will be asking patients for updated mobile numbers so they too are able to access the service.

Large posters have now gone up in both surgeries advertising our “Good” CQC result.

Terri handed out copies of a report she had compiled giving details of the PPG’s achievements over the last 12 months. In that time there had been 8 meetings. She went through the details of things that the group had achieved. With regards to the You said, We did You asked for: More appointments to be made available, we added more appointments available to book on the day. You asked for shorter waiting times, we altered doctor’s surgery appointments to stop this happening as often. You asked for more magazines to be made available in the waiting rooms, we put up new magazine racks in both surgeries. Terri said that the groups input was really valuable to the surgery. It was noted that there are currently no 25 – 44 year olds in the group and suggested maybe advertising in the local primary schools for new members targeting parents around that age group. The report will be emailed out to group members and uploaded onto our website.

Jean asked if patients should ring the surgery for test results or wait to be contacted by the surgery. Terri said to always ring for results to make sure all is ok. She suggested ringing after 9am as the lines aren’t quite so busy at this time. It was also mentioned that the repeat line in Beeford is very difficult to get through to and that Leven picks up much quicker, Terri explained that this was due to the sheer volume of calls taken each day, and gave a brief explanation of what happens on the repeat line.

Terri had a print out of non-attending patients at the surgery over the last 3 months, amounting to money lost by the NHS totalling £24,885. She explained that letters go out to patients after they have missed 3

appointments, but unlike other practices, patients would never be removed from our list as we are a rural practice and patients don't have the option of going to another practice locally.

Terri gave the results of our own practices patient survey for 2016. The results were pretty similar to last years as in Patients were not aware that an interpreter was available, patients were still unsure of how and who to go and see to make a complaint, and patients were still not aware that we offered a chaperone service. Overall though, patients were still very happy and satisfied with the service the surgery provided.

A baby changing mat has been ordered for Leven surgery as there is not the space available to fit a drop down changing unit. A unit has been ordered and will be fitted in the Beeford surgery very soon.

A new breastfeeding poster has been put up in both surgeries explaining that the surgery is breastfeeding friendly and that mothers can feed their babies in the waiting room if they wish.

Terri asked if the group would like their own notice board putting up in each surgery advertising for new members and putting up details of the group and its achievements. It was decided that there was already too much information up in the surgery, so it was decided not to go ahead with this.

After speaking to the Doctors, Terri said they had agreed to one 'friendship session' including tea/coffee and biscuits for some of our elderly and more vulnerable patients. If it was successful then future sessions could be arranged at an alternative venue. The group thought that Leven surgery was too busy for this to take place in so suggested an alternative venue for the first meeting. Terri is to speak to the Landlord of the New Inn public house who may open up a room for us to use to serve tea and coffee etc. between 1pm and 2pm on Wednesday 21<sup>st</sup> September. Mrs Sykes is to speak to local taxi firms with a view to them maybe providing free transport for the less mobile patients to be able to attend the group.

The BMA recently did a survey asking 1240 patients what they actually thought of the NHS, how it was being run and where they thought it was going. The results weren't good as the majority of people didn't think the NHS provided a good service.

A recent report in the Hull Daily Mail listed the Top 10 practices with Dr Dave's surgery in Bilton came out a top surgery in the area with a 94% satisfaction result. Unfortunately East Riding have not published their data, although Leven surgery had 96% satisfaction result which was excellent.

The next meeting will be held on Wednesday 21<sup>st</sup> September 2016 at 1pm, the venue is to be confirmed.