

Leven & Beeford Medical Practice
Patient Participation Group Meeting

Wednesday 9th May 2018 Leven

Staff Members Present

Terri Wardell, Andrea Moulds

Patients Present

Pam Hill, Margaret White, Elisabeth Denton, John Carr

Apologies

Adrienne Sellers, Dorothy Hailstone, Wendy Shelton, Dr Chapman, Anne Nixon.

Meeting

Terri opened the meeting by thanking everyone for coming.

Defibrillator training: Terri is trying to arrange training but hasn't had much luck contacting the sports hall. Elisabeth said she would look at arranging. Terri to contact the trainer and then let Elisabeth have some dates to arrange the venue.

Mirror outside the surgery: Terri gave an update to inform everyone that the resident living opposite had given permission for a security mirror to be mounted opposite the car park entrance.

CQC Visit. Terri explained to the group how a CQC visit works. The CQC give the surgery 2 weeks notice of their visit. They give Terri a huge list of information they wanted her to gather up for them to look at before the visit and on the day. Terri said how much work actually goes into the visit, it's not that we don't have the correct information in the surgery it's just a case of pulling it all together. The Staff and Doctors all worked really hard together to make the visit a success. The visit lasted from 8am to 6pm.

The feedback they gave us at the end of the day seemed really quite good and positive. They briefly went through the following:-

Safe: Good Infection Control, currently done annually, maybe should be done 6 monthly.

Effective: Good feedback received from staff members. Vaccs & Imms and Smear uptakes were outstanding.

Caring: Very positive feedback from patients about the care they receive at the surgery. Palliative care patients audit was outstanding as a large percentage are able to choose their own end of life care. Some patients still were a little unsure about having a chaperone in a consultation, we have posters up in the surgery informing patients that the chaperone service is available if required.

Well Lead: Good feedback from staff about receiving support from the Doctors and Practice Manager.

Future newsletters: talked about ideas that could be put into future newsletters. Pam had kindly brought in another recipe ready for the next edition. Other ideas were; disposal of medications, updates on the auction of favours, warning to use sun-cream. Suggestion that we ask the pharmacy what they would like to see in it.

Terri informed everyone that Dr Tabner who had been working as a long term locum joined us as a salaried GP from 1st May.

Terri informed everyone that we had just received the I Want Great Care Award for 2018.

Any Other Business

It was brought up about the outside light at Beeford Surgery not working properly. Terri will look into this.

Date of Next Meeting

Wednesday 27th June 1pm at Beeford