

Leven & Beeford Medical Practice

Patient Participation Group Meeting

Wednesday 5th February 2020 Beeford Surgery

Staff Members Present

Dr Chapman, Terri Wardell, Andrea Moulds, John Carr, Rosemary Brown, Pam Hill, John McLeavy, David Warnes, Maz Khuri.

Apologies

Ann Nixon, Elisabeth Denton, Margaret White, Adrienne Sellers, Janet Kelly, Dorothy Hailstone, Wendy Shelton.

Meeting

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

Updates

Park run. Terri confirmed that the Beverley Park Run is now fully up and running. Dr Sowerby is trying to set a date to that the practice can take over the Park Run. We will then ask for volunteers to help out. She is currently in the process of sorting out a date.

NHS Campaign. The practice now has to take part in assisting NHS England with bi-monthly marketing campaigns. Terri asked if anyone was interested in updating the surgery notice boards with each new campaign. Rosemary Brown offered to update the Beeford notice board and John McLeavy offered to update the Leven notice board. Erii will contact them the next time we receive campaign material.

Nurse Practitioner. Caroline our new nurse practitioner used to work for us 3 years ago, but from 1st January she is back working full time at Leven and Beeford Surgeries.

Newsletter. Pam Hill brought a new recipe in for a Frosty Topped Lemon Cake. Terri asked the group if they had any ideas of new things to put in the newsletter. John McLeavy is going to look in more detail into the Leven walking club. Terri will include details of the Surgeries and Pharmacy Easter opening times. The group asked if we could put a “Walk to the Surgery” campaign in the newsletter to encourage local people to leave their cars at home and walk to the surgery.

Surgery Website. Terri thinks that the practice website isn't particularly user friendly. The company we currently use that can offer a new streamlined version of the website. Terri showed the group the proposed new website. Terri will contact the company to see what can be put on the website. Terri will email the link to the live website to the group members.

New Ideas for the group. Terri asked the group to go away and think of any new ideas for the group and they can be discussed at the next meeting.

Patient check in screen. There will be a booking in system installed at Beeford Surgery being provided by East Riding CCG. This won't take place until after 2020.

National Association of PPG's certificate. An updated PPG certificate is to be sent to Beeford to go up on the wall in the waiting room.

TV Screen. Leven now have a TV screen that advertises services provided in the practice. Terri will look at the instructions on how to update the screen. Maz suggested a PPG member learning the system so this could be updated by the group.

Temporary Residents. Both surgeries are no longer seeing Temporary Residents and are now signposting patients to the urgent care centres. If a patient is a T/R and it is special circumstances or is housebound then the doctors will see them.

Disabled parking bay at Leven. Dorothy Hailstone mentioned that the disabled parking bay at Leven is very faded and not easy to see. She asked if we could have them re-marked. Terri will look into this. John McLeavy offered to contact the council about the parking bay and also about having a mirror erected opposite the surgery for staff and patient safety.

Any other business.

Maz Khuri asked who selects the online appointments and who decides what times they are. Terri explained that we now have to provide 25% of our surgery appointments online, and that we as a surgery choose the appointment times ourselves.

CoronaVirus. Terri said it's a bit of a case of "Watch this space!" We will deal with any situation as and when is required.

Next meeting: Wednesday 18th March 1pm at Leven Surgery.