

Leven & Beeford Medical Practice

Patient Participation Group Meeting

Wednesday 9th August 2023 1pm Leven Recreation Hall

Staff Members Present

Terri Wardell, Andrea Moulds, Sally Coneyworth, Dr Chapman.

Members Present:

Apologies: Janet Kelly, Elisabeth Denton, Andrea Walton

Terri opened the meeting by thanking everyone for attending and went on to explain a bit about the PPG and what it is about. She explained that the group was a requirement for CQC for GP Practice. She also went on to explain what we have achieved in the past since the PPG was first founded.

Terri gave some suggestions of ideas for things that members of the group could engage in ie: flu clinics, poppy day, helping demonstrate the check in screen etc.

Patients engaged in a question-and-answer session with Terri and Dr Chapman.

A patient asked how many full/part time doctors/nurse practitioners we had at the practice.

Terri talked about the national NHS contract changes and how the care navigation system works. She also explained the reason why we no longer use the online access service as every patient now requires 'an assessment of need' on contact with the surgery. Dr Chapman explained the new signposting system. There were lots of questions about the new system.

There were some suggestions of ways to advertise the PPG (Leven Life, Surgery notice boards, Skirlaugh Brandesburton, Beeford newsletters etc.

Dr Chapman explained why we only issue prescriptions monthly.

The surgery extension was discussed, it is moving forward albeit slowly, but it is still ongoing. There were concerns as to whether we would have the capacity to cope with the extra patients from the new builds in the local villages.

Terri explained what the Primary Care Network is and what it means for us as a practice. She advised that nothing would really change, and we only work together in certain circumstances ie: covid vaccines.

Dr Chapman and Terri talked about the appointment booking system and explained about triaging and booking in advance.

Parking arrangements were discussed, and the reasons for the new markings painted on the front of the surgery. There were times when parking previously was chaotic and dangerous.

AOB.

Terri advised she would be in touch with all the new members with details of the next meeting date and venue and hoped to see everyone again.

Date of next meeting: 20.9.23 1pm – venue to be confirmed