

Leven & Beeford Medical Practice

Patient Participation Group Meeting

Wednesday 24th January 2024 at Beeford Surgery

Staff Members Present

Terri Wardell, Andrea Moulds, Katie Gundogdu.

Members Present: available on request

Apologies: available on request

Terri thanked everyone for attending the meeting and explained the reason she sends out reminders. This is so that we know we have the capacity to accommodate everyone that would like to attend.

Spring Newsletter.

The newsletter is distributed to local shops etc. in the area. Content: Terri asked for any suggestions. The following ideas were suggested:

Awareness weeks. Maybe an awareness week about deafness would be a good idea? Terri said that we have awareness weeks on our notice boards at Leven and thought it might be a good idea if the person that does Leven comes up to Beeford to do one there.

Easter opening times, and a bit about ordering medication in good time for the Easter holidays.

Walking – this is already advertised in Leven Life.

Cold water swimming in Brandesburton. We will try and find out more information.

Boundaries. Terri has updated the website with boundaries for the practice. If you enter your postcode, you can see if you are in the catchment area for the practice. Terri explained that if patients move out of the area, they will have to register at another GP Surgery. We currently have 11,400 patients registered at our practice.

A group member asked how we tracked requests from the hospital, and patient queries. Generally by email but it depends on what form of communication we received to how we respond. Terri explained the processes. X-Ray results, smears, histology, fit tests are all checked manually by our staff. It is not possible to track referrals made internally by the hospital as we don't get any information regarding appointments made by them.

Annual Reviews. Terri explained the process. We contact dementia/vulnerable/L.D. patients to be recalled for reviews.

On hold music. One of the group members informed Terri that the on-hold music sounded like heavy rock music. Terri played twelve pieces of music for the group to choose from, the consensus was track number 7. Terri will add this on to the phone lines.

Measles. There is currently a lot on the news regarding measles and encouraging people to get the MMR vaccination. We have not had any information about this to date. We will keep the group updated on any further developments.

Next meeting Wednesday 20th March 1pm at Leven Surgery.