

Leven & Beeford Medical Practice

Patient Participation Group Meeting

Thursday 23rd July 2015 @ 1pm

Staff Members Present

Terri Wardell, Joan Etherington & Josette Riley

Patients Present

Bob Jones, Jean Hill, Dorothy Hailstone, Christine Tibbles, John Carr, Trevor Bottomley, Peter Bernard, L Biggin, Rosemary Brown, Mary Thompson, Anne Phillips & Ken Hoole

Apologies

Dr Chapman telephoned to express his apologies at not being able to attend but was busy seeing patients on home visits.

Meeting

Terri Wardell – Practice Business Manager opened the meeting by introducing herself to the group and explained what the group was to be about and what was hopefully going to be expected from the group. She apologised that she could not do a power point presentation but the room at the surgery where this would normally have taken place simply is not big enough to accommodate the amount of people who attended.

Terri explained that it is to be for the benefit of the practice and to listen to both good and bad aspects highlighted so that discussion and improvement would follow – not a forum for personal complaints. How many meetings members should attend and how often they should be will be discussed and arranged at the next meeting. Suggestion that possibly a chair of the group be one of the patients and they lead the meetings in the future. Dr Chapman will attend all meetings when he is available and different staff members will be present at the meetings in a general rotation so that they become more familiar to the members. Minutes of the meetings will be posted on the practice website in the future for patients to access.

Agreement forms were handed out to all present which were duly completed and signed and returned to Terri for administration records.

It was noted that in general the response to the group was mainly from the + 50 age group and that it would be good to encourage views from younger patients. It was suggested that the notices be displayed in various locations to encourage younger members – perhaps Leven Sports Hall, Hornsea School (sixth form) and a note in the village newsletters. (It was clarified that the younger members should be over the age of 16).

Terri handed a list of shared ideas which she had obtained from other practices and following this brief look a few ideas were suggested as a starting point for improvements.

- Announcing things of relevance to all patients via, practice website, Facebook, Twitter and the local village newsletters (Beeford Buzz, Brandesburton Buzz, Leven Life, North Frodingham village hall letter). Terri Will look into the Facebook & Twitter accounts and discuss with the partners.
- Patient information binder. To create a binder (or two) for the waiting rooms at both the surgeries with services and contacts which may be useful to all patients.

Terri thanked everyone for attending and asked everyone for a preference to the time of day meetings would be most convenient to all. This could change from meeting to meeting and therefore be very flexible.

Date of next meeting arranged for **Wednesday 2nd September 2015 @ 1pm**