

Leven & Beeford Medical Practice

Patient Participation Group Meeting

Wednesday 4th September 2019 1pm Leven Surgery

Staff Members Present

Terri Wardell, Andrea Moulds, Dr Chapman

Patients Present

Pam Hill, Ann Nixon, Margaret White

Apologies

David Warnes, Adrienne Sellers, Dorothy Hailstone, Janet Kelly, John Carr, Rosemary Brown.

Meeting

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

Park Run. As yet, Terri hasn't received any information regarding the park run, but knows that it has now started in Beverley. Our patients are able to register at any park run in the area if they wish.

Patient survey. Terri hasn't had chance to collate the results of the survey so will inform the group of the results at the next meeting.

Surgery rankings. The Hull Daily Mail published lists of all the surgeries rankings both locally and nationally. Leven & Beeford Medical Practice came 3rd out of 58 practices locally and 264th out of 6,859.

We discussed the appointment system. Terri asked that when patients ring do any staff offer appointments for further in the week. She explained that Dr Cooper especially was very much in demand, and patients demand to see him and no one else. It was brought up that Beeford staff didn't offer appointments in advance and just asked patients to ring back at 8am. It was agreed that even though this is the case, we still offer an excellent service.

Terri said she would advertise our Thursday evening appointments in the Practice Newsletter.

Terri advised the group that our new Nurse Practitioner, Lianne would be starting sometime in October. Terri is to put posters up in both surgeries.

Newsletter. Pam brought a new recipe for Parkin in to be put in the newsletter.

Flu clinics. The flu clinic dates were discussed and they are as follows:

Saturday 21st September at Leven (Over 65's only)

Saturday 12th October at Beeford

Saturday 2nd November at Leven.

The clinic time will be from 9am to 12:00pm.

Date of next meeting: Wednesday 23rd October 2019 1pm.

