

Leven & Beeford Medical Practice

Patient Participation Group Meeting

Wednesday 9th September 2020 (Microsoft Teams meeting)

Staff Members Present

Maz Khuri, Janet Kelly, Elizabeth Denton, Terri Wardell, Andrea Moulds.

Apologies

John Carr, Pam Hill, David Warnes, Rosemary Brown

Terri opened the meeting by thanking everyone for joining.

Appointments. Terri explained that the Doctors and Nurses are using a triage system for appointments. They are telephoning patients, or using video calls and are only asking patients to come to the surgery if they deem it necessary.

The nurses, aren't doing any chronic disease clinics at the moment, but have been taking urgent bloods etc.. throughout the pandemic. They have also been doing home visits for the shielding patients.

Beeford are operating slightly differently, as there is only 1 doctor and 1 nurse seeing patients. This enables the staff to work following social distancing guidelines. Patients have been collecting their medication through the window.

Pharmacy have encountered a few problems with queuing being a bit of an issue, as only 2 people are allowed in the Pharmacy at a time with a mask on.

Flu Clinics This years flu clinics are by invitation only. Letters and text messages have gone out to shielding patients and over 65's to start with. They will be 5 minute appointments and will be most week days and Thursday nights.

Patient survey results This years results for Leven & Beeford were very good! Our Surgery came out on top of all the other surgeries in our Primary Care Network. Terri will upload the results on the practice website / Facebook page.

Due to the telephone lines being so busy Terri is getting quotes for putting extra telephone lines in the surgery.

The Doctors prefer the triage system that they are currently using, and will probably stick to this system to a degree in the future.

Any other business.

Terri will update the surgery website with details of the flu clinics and put a message in the Beeford Buzz and the Village Voice in Frodingham

The disposal of medication was brought up as a patient had tried to dispose of some medication at Beeford and was told that they were unable to do so. It was confirmed by Cath at Pharmacy that it was ok for patients to take medication to Beeford for disposal.

Date of next Microsoft Teams meeting: Wednesday 4th November 2020 1pm