

Leven & Beeford Medical Practice

Patient Participation Group Meeting

Wednesday 4th May 2022

Staff Members Present

Dr Chapman (RC), Terri Wardell (TW), Andrea Moulds (AM)

Patient's Present

David Warnes (DW), Maz Khuri (MK), Janet Kelly (JK), Elisabeth Denton (ED)

Apologies

Lawrence Trender (LT)

Pam Hill (PH)

Charlotte Robinson (CR)

TW opened the meeting by thanking everyone for coming, and welcoming everyone back after a long break. Terri also ran through members who have left the area or have passed away during the pandemic.

Website

Pre-pandemic, at the last meeting, TW had asked members to look at some examples of sample surgery websites. TW still has the patients' original replies but will resend the website link for others to provide feedback.

The surgery Facebook page was discussed, JK suggested we maybe start using Twitter. It was also suggested that we put posters up in the surgery or local shops to advertise our website. ED gave TW some names of local news outlets ie. Beeford Buzz etc.. to share information about the surgery. It was mentioned about putting messages on the right hand side of prescriptions which will reach those that don't have computers or use social media.

Veteran Friendly Practice

TW discussed the news that we are now an accredited Veteran Friendly Practice. Dr Sowerby is the lead GP regarding this. TW confirmed that she had updated the practice website with a Veteran section. TW sent text messages to all members of the practice to give them the opportunity to register as a veteran. JK suggested doing something active to celebrate veterans around key dates, ie: having a coffee and cake day, putting up posters, bunting etc

New Telephone System

Feedback from the group was very positive about the new system, including feedback via email from LT. TW explained how it helps when looking into queries and complaints as calls are recorded. The call back system was also praised by the group. The surgery will still continue to offer telephone appointments as well as face to face.

Patient Survey

It was picked up on the patient survey that patients thought staff could be rude at times. Since then, all patient facing staff have undertaken training on Customer Care / Conflict Resolution.

Leven Extension Update

The planning application is still ongoing and is currently pending consideration. There have been no objections so far. With the extra rooms the extension will bring, the surgery is hoping to become a teaching/training practice.

New Partner

The practice now has a new partner, his name is Dr Adam Hearn and he started with us on 3rd May, 2022.

A.O.B.

MK asked about the surgery using the recently advertised Pharmacy Prescribing Scheme, TW said there were no plans to at the moment.

JK asked how many ANP's we had at the practice, TW told the group we have 2 NPs. Explanation given of differences.

Next meeting Wednesday 29th June, 1:30pm at Beeford