

Leven & Beeford Medical Practice
Patient Participation Group Meeting

Wednesday 23rd November 2022 at Beeford Surgery

Members Present

Terri Wardell, Andrea Moulds, Lawrence Trender, Elisabeth Denton.

Apologies: David Warnes, Janet Kelly, Charlotte Robinson, Jan Jagger.

Terri opened the meeting by thanking everyone for attending.

Feedback from the Veterans Meeting.

There was a very good turnout for the meeting. Janet Kelly spoke to Terri about possibly holding the meeting every 3 months at the same venue in Leven. Terri said that she would speak to the doctors about this. Janet is keen for the surgery to be Veteran friendly in more than just name.

GP Patient Survey Results.

There was an excellent response to the survey, with over 1000 replies. Overall there was a very positive response with the vast majority of comments being on the positive side.

Action Plan from the Survey results

Number of appointments available.

Rude receptionists was one of the comments, when this is not always the case as we are now able to listen to recorded calls on our new telephone system. We need bigger premises. We talked about the surgeries and peoples high expectations since covid.

Next meeting: Wednesday 1st March 2023 1.30pm, Leven

