

Leven & Beeford Medical Practice
Patient Participation Group Meeting

Wednesday 14th January at Leven Surgery

Staff Members Present

Terri Wardell, Andrea Moulds.

Members Present: See attached sheet.

Apologies: See attached sheet

Terri thanked everyone for attending the meeting.

Good News! The new extension was entered into the Health Care Design Awards 2026 and is a finalist. The final will be held in London in February 2026.

GP Survey Results. Overall, there was positive feedback about the surgeries. All the comments will be published. There were a couple of action plans to talk through which were comments received by patients.

Telephone hold music. This still seems to be an issue for some patients; we have changed the music a few times so we can't change it again as we can't please everyone.

Parking. Sadly, this will continue to be an issue as unfortunately we don't have any solutions to the problem.

Bigger waiting room. Unfortunately, we are unable to increase the size of the waiting room.

Telephone message too long. We have a contractual requirement to put the information on the telephone message, so unfortunately are unable to change it.

Keeping patients informed of GP's running late. Terri has ordered a whiteboard to put up in Reception for staff to let patients know which GP's are running late.

Privacy in reception. It was discussed about ways to make the reception area more private and talked about the refurbishment of the Reception area.

There was a long discussion about how many appointments were available and the high demand for GP appointments on the daily. Terri explained we were doing our best, but demand is very high. It was discussed that the online form is not available on the NHS App, and can only be found on the surgery website.

Date of next meeting: Wednesday 4th March 2026, 1pm Beeford