

# EVE HILL MEDICAL PRACTICE

## Patient Participation Group Meeting Minutes

Meeting held on 13/01/16 at Eve Hill Medical Practice

**Present:** Dr V Smart (VMS), Karen Webb (KW), Louise Bunce (LB), see attendance sheet

Topic	Discussion	Actions	Target Date	Completed
<b>Welcome and introduction</b>	VMS welcomed the group and explained that Kelly Houseman had been unable to make this meeting.			
<b>Rethink Mental Illness</b>	Charlie Osgood from Rethink Mental Illness spoke to the group about the background of Rethink and the services and support they can offer. He focussed on Dudley Carer Support and the course they offered for those caring for people with mental illness called Caring and Coping. There are support groups that meet at a number of venues in the local area as well as telephone and email support and a Walking Group. Carers self-refer by contacting the organisation and must live in the local area and pay council tax to Dudley MBC. VMS and the group agreed that this was a very useful service for carers.			
<b>Patient Feedback</b>	LB discussed the findings of the latest Patient Feedback Report and distributed copies to the group. She quoted some of the comments and explained actions that had been taken to improve and learn from the feedback. A couple of the comments were regarding the appointment system and availability. The group agreed that our current system is good and the comments were minimal in comparison to the total comments received.			
<b>Next Patient Survey</b>	LB explained to the group about the next Patient Satisfaction Survey and the suggested areas that it will cover. The group suggested that certain questions were made more patient friendly and clearer by altering the wording. A suggestion was also made to use the survey to raise awareness of the practice website and Facebook page.	LB to alter the survey to include recommendations	22/01/16	<b>Complete</b>

<b>Update</b>	<p>VMS informed the group of the change in our meeting patterns for reception and clinical staff. She explained that 4 times a year the practice would undergo a whole group learning event.</p> <p>There would be changes ahead and that Kelly Houseman and Dr Shukla were currently at a meeting to discuss the future of the NHS and that feedback would be passed to the group in due course.</p> <p>VMS was proud to inform the group that one of our Apprentice Receptionists, Kimberely Boden is through to the final of Health Education West Midlands Apprentice of the Year, she will find out if she has won at a ceremony in Birmingham on the 5th February.</p>			
<b>Any other feedback</b>	<p>Pam Houghton informed the group about a new initiative that was being put together by the Community Engagement Team. They are looking for a small group of people from different backgrounds and with different experiences to be objective and work as part of a team to make sure the plans for New Models of Care work well in Dudley and are patient centred and led. An email with the details on had already been sent to members of the PPG and some group members had responded by returning the Expression of Interest form.</p>			
<b>PPG Planning for 2016</b>	<p>VMS encouraged the group to come forward and let us know if they had any new ideas for the PPG.</p>			
<b>AOB</b>				

**Next PPG meeting Wednesday 20<sup>th</sup> April 2016 at 6:00pm**