

EVE HILL MEDICAL PRACTICE

Patient Participation Group Meeting Minutes

Meeting held on 15.04.15 at Eve Hill Medical Practice

Present: Dr V Smart (VMS), Kelly Marsh (KM), Karen Webb(KW), Patricia Griffith, Denis Griffiths, Rachel Griffiths, Pamela Houghton, Hilary Jones, Irvine Jones, Jayne Kimberley, Careth Mills, Marjorie Morgan, Thomas Morgan, Audrie Ormerod, Lindsey Porrett, Patricia Pugh, Evelyn Roberts, Roderick Roberts, Karlene Watson.
Apologies: Susan Bills, Gillian Griffiths, Graham Griffiths

Topic	Discussion	Actions	Target Date	Completed
Welcome and introduction	KM welcomed the group and explained recent staff changes. Karen Lampitt has left the practice to take up a Practice Manager role and Karen Webb has been appointed to the role of Practice Administrator. The new role of a Reception Team Leader was discussed and employment checks with the chosen candidate are in progress.			
Health Watch	Jane Emery and Chris Baron attended on behalf of Healthwatch Dudley, which is a consumer champion for both health and social care. They are an independent service that actively listen and seek the views of patients within Dudley. The group felt that it would be useful to have a link on our website to the Healthwatch website. They also felt it may be useful for someone in the practice to be trained on giving information and signposting through the Healthwatch course.	KM to add link to practice website. KM to discuss Healthwatch training with staff members.	30 April 15 31 May 15	Completed Completed
Minutes of previous meeting	The group agreed as accurate.			
Point of care testing for CRP	KM explained to the group about a project Dr Shukla is leading for Point of Care (on site) Testing for CRP. VMS explained the process of testing and the use of antibiotics. KM referred to the Presentation with Lower Respiratory Tract Infection NICE Guidance – Dec 14 which suggested we make use of this technology. The CCG will be funding this as a structured pilot which will involve other Dudley GP practices. It was raised by a group member that it might cause difficulties with people asking for a second test, however, these types of issues would be monitored through the pilot. The group discussed the feasibility of having some GP's using the technology in practice and others not, however, KM has raised this with the project team for further	KM to feed back at next PPG	Next meeting	

	review.			
Electing a chairperson	KM asked if a chairperson could be elected as more practice submissions and declarations are looking for a named chairperson. Mr Roderick Roberts volunteered for the position. The group suggested that a term of 6 months would be a reasonable time span for the role and that a job description would need to be created. KM discussed the role of the PPG in the GMS contract 2015/16 (extracts given to the group at the meeting).	KM to action	Next meeting	
Review patient feedback	<p>Suggestions</p> <p>There were 3 suggestions relating to the availability of online booking, calling at 8.30am and evening/weekend appointments. KM updated the group that the online system is now available to prebook appointments from home which is detailed in the current newsletter. We are open at 8am for booking appointments, which is communicated on prescriptions, on the website and displayed in the practice. It was suggested that we make a bigger feature of these facilities in the next newsletter.</p> <p>Supplying anti-bacterial hand gel - this has been noted and will be on our regular stock check.</p> <p>A comment was received about the slides on the TV being 'happier' – the group agreed that the TV was for health promotion information. The group were asked for any suggestions they have on this to come to KM/KW.</p> <p>Request for a tanoy system for patients with sight impairment – we now have the new TV call in system in operation, which says the patients name as well as displaying it.</p> <p>Complaints</p> <p>There were 2 complaints received regarding the level of customer service in the reception team in the previous 3 months. This tied in to item 9 on the agenda Staff Customer Service Event.</p> <p>Friends & Family test</p> <p>KM discussed the Friends & Family test. The group were given statistics of the results and a sample of the comments. Nothing to note at this point.</p>	KW to check supplies	30 April 15	Completed
Feedback from POP meeting	The Patient Opportunity Panel (POP) was attended by Pamela Houghton and Audrie Ormerod. There was a presentation by the Dudley Health and Wellbeing Board but most of the meeting was spent discussing the new provider of the Urgent Care Centre (UCC). The UCC will be discussed further	KM will send a copy of the triage pathway with the minutes and place an article in the next news letter.	30 April 15	Completed

	at the next POP meeting. The rest of the group were asked for any feedback regarding any experiences they may have but no one had been to date.			
Open event planning	KM outlined the open event taking place on Wednesday 8 th July 2015. Health Trainers, Healthwatch, Get Cooking, Alcohol Awareness, Priory Childrens Centre and Dudley Age UK are just some of the organisations that have been contacted and hope to join in with the event. The aim is to attract younger people and families, to receive feedback on what they think of the practice and promote healthy living. It is hoped we can recruit new members to the PPG. A group member felt it might be a good opportunity for further explanation of the wider primary care team. KM felt the Integrated Plus model could be showcased.	KM to send confirmation of event to the PPG looking for their availability.	30 April 15	Completed
Staff customer service event	The group discussed the importance of the continual development of customer service in the practice. It was agreed that an event would be held that would involve patients. Some of the suggestions were role-play with an observer and to act through the patient journey.	KM to send details of the event with the minutes looking for volunteers to take part in the event.	30 April 15	Completed
AOB	A group member asked if we had a date to start electronic prescriptions. KM described the initial trial is taking place at KMP and briefly how the process works. There is no date currently set for this.			

Next PPG meeting Wednesday 23rd September 6pm