

# EVE HILL MEDICAL PRACTICE

## Patient Participation Group Meeting Minutes

Meeting held on 22<sup>nd</sup> February 2017 at Eve Hill Medical Practice

**Present:** Dr V Smart (VMS), Karen Webb (KW, Practice Administrator), Dr C Inns, Dr N Tuppen, see attendance sheet

Topic	Discussion	Actions	Target Date	Completed
<b>Welcome and introduction</b>	VMS welcomed the group and explained that this was the shortened lunchtime winter meeting.			
<b>New Staff</b>	VMS explained the change in the partner's surgeries and introduced our new salaried GP's, Dr Fung and Dr Tuppen to the group. Dr Fung has been with the practice as a registrar for a couple of years and is now joining us as salaried GP working Wednesdays AM & PM, Thursdays PM and Fridays AM & PM. Dr Tuppen is our new salaried GP who has previously worked in surgeries in Smethwick and Birmingham. She will be working Tuesdays AM, Wednesdays AM and Fridays AM & PM. Louise Bunce, Reception Team Leader has now taken up a new post at Waterfront Surgery and we wish her well.			
<b>New Private Fees Arrangement</b>	The practice has updated its fees and policies regarding private (non NHS) work. VMS explained to the group how time consuming this work can be for the doctors and admin staff and it is done outside of normal hours. She showed a box full of uncollected letters and forms and explained the time that had gone in to them. The new procedure will make the process and timescale clear for patients requesting letters etc and will require a £10 non-refundable deposit with the balance being payable on collection. The group agreed that this was a good idea and were surprised at the amount of letters requested and not collected. Details of the new fees and policy will be included in the next newsletter and updated on the website.	KW to update website and newsletter	01/04/2017	

<b>LTC Update and Feedback</b>	VMS updated the group on the Long Term Conditions (LTC) framework and explained that it was still a work in progress. It is intended to reduce the number of review appointments patients have for long term conditions (ie COPD, asthma, diabetes, CHD, hypertension) by combining the reviews in to one appointment. The logistics of arranging these appointments is quite complex. A few members of the group had attended for their LTC reviews and found it to be a positive experience. The Pre-Diabetic sessions were also recommended by a member who found them very useful.			
<b>Feedback From Other Meetings</b>	Mrs Houghton attended a meeting regarding changes to items available on prescription. The group had a general discussion about the changes under consultation and agreed that the proposed changes where necessary for the NHS to save some money.			
<b>Dr Smarts Visit to Rwanda</b>	VMS gave an informative PowerPoint presentation on her visit to Rwanda last year and a brief history on the events leading to the current situation there. She explained about the lack of healthcare available and that facilities and equipment were limited and dated. VMS explained the positive impact and changes that had been made as a result of her previous visits. The whole group agreed that they found the session interesting and it made people appreciate the services and facilities available in our practice and local hospitals.			

**Next PPG meeting Wednesday 7<sup>th</sup> June 2017 6.30pm**