

EVE HILL MEDICAL PRACTICE

Patient Participation Group Meeting Minutes

Meeting held on 23/09/15 at Eve Hill Medical Practice

Present: Kelly Houseman (KH), see attendance sheet

Topic	Discussion	Actions	Target Date	Completed
Welcome and introduction	KH welcomed the group and explained that Dr Smart had been unable to make this meeting. KH informed the group that she had recently got married and her name was now Kelly Houseman.			
Dudley Stop Smoking Service	Neil Tonks from the Dudley Stop Smoking Service spoke to the group about current initiatives and developments in their service as the referrals have decreased. This is thought to be due to E-cigarettes. Neil mentioned that he had been to a meeting with Dudley CCG about including smoking in their new long term conditions framework for GP's. This involved an automatic referral from the practice to Stop Smoking for all smokers. The group had concerns relating to the information governance arrangements of an automatic sharing of data without the patients consent.	KH to discuss with Dudley CCG	15/10/15	Completed
Minutes of previous meeting	The group agreed as accurate.			
Review of Patient Feedback	The group discussed the results of the friends and family test between December 2014 to December 2015. This showed that responses had increased since the use of MJog text messaging. However, KH had noted that some patients may find the scoring system confusing as they had entered positive comments and a negative score. As a higher number represents unlikely. KH had given the group copies of the comments between July and September 2015 of which there were 4 comments that suggested improvement out of 92. The group felt this was really good. There were no common themes amongst the 4 comments. The group felt there was no action at this point.			

Hilary Jones Patient Research Group	Hilary explained that she was a part of a group called RESULT with the University of Wolverhampton which is responsible for reviewing health related research. She encouraged any patients who were interested to contact her or the contact number on the flyer.			
Electronic Prescription Service Implementation	The practice moved to EPS on 28 th August 2015. Some patients in the room had used this service KH explained the service to those that hadn't. The feedback was mostly positive. However, it was noted that this was a big change for the pharmacies and it was important for the reception team to have a good working relationship with the local pharmacies.			
Primary Care Development Programme	KH informed the group that they had been working with Dudley CCG and the Commissioning Support Unit on projects to help the practice. The projects are prescriptions, incoming correspondence and internal communication. KH explained about what each of the projects involved and the group fed back. There has been a patient as part of the project group.			

Next PPG meeting Wednesday 13th January 2016 1.30pm