

EVE HILL MEDICAL PRACTICE
Minutes of Patient Participation Group Meeting
8th January 2015

Present: Dr V M Smart (VMS), Kelly Marsh (KMM) see attached list for group members.

Apologies: Dr J Desai, Dr L Martin, Dr DR Shukla and Karen Lampitt (KL).

Introduction of Kelly Marsh

The group were introduced to Kelly Marsh the new Practice Manager that started at the practice in late October 2014.

1. Minutes of Previous Meeting

The group agreed as accurate.

2. Friends and Family Test (FFT)

KMM and VMS explained to the group what the Friends and Family Test is. Currently the practice is using a manual card system. A GP is allocated a day to distribute the cards to their patients following their consultation, patients then complete the card and are put in the FFT box on their way out. There is also a stand for any other patients to complete a survey should they wish too.

The practice Text Message facility has the functionality for patients to complete the FFT by text. The practice is looking to set this up shortly. It was agreed that patients should still have the option to manually complete it if they do not have text messaging.

The group were given a breakdown of results for December 2014. The group felt these were very positive. The appointment system was discussed, as this received the most negative comments. However, there was not a common theme that could be highlighted. There were a variety of comments in relation to quicker appointments, ease of making an appointment, more same day appointments, flexibility, more later/earlier appointments. Although, it was felt important to note that there were positive comments on appointments and the National GP Survey shows the practice as above average for this. It was felt that more detail was needed on this before any changes could be made.

3. PPG Purse Funding

The group reviewed the inspiration and guidance pack. The group agreed that the money would be used for 250 printed newsletters a quarter at £432 per annum. Staff and patient feedback had been received about the leaflets in reception being untidy. Therefore, it was decided that a leaflet rack for reception would be purchased at a cost of £200. The remaining £368 would be used towards the funding for a practice open evening in June or July 2015 (before children break up). It was agreed various health and social related parties would be invited to hold stands and this would be used as an opportunity for the PPG to increase membership. To be discussed further at the next meeting. KMM to place bid.

The group reviewed the content of the newsletter. VMS discussed the 3C study and Dr Shukla's role as CCG Research Lead. The group agreed how the newsletter would be distributed, hard copies would be available in the waiting room and some

would be given to Murrays pharmacy. It would also be available electronically on the website, NHS Choices and the Facebook page.

It was agreed that each newsletter would have an article from the PPG. This one will feature a photo of the group. It was suggested that it could have a children's corner including a puzzle with a health theme.

It was asked if we could email the newsletter to the patients that we have email addresses for. The practice will review the guidance, but thought this was possible if the option to opt out if they wished too was included.

It was also agreed that the newsletter could be advertised on the right hand side of prescriptions.

4. Patient Participation Enhanced Service

a. Complaints/Concerns Feedback

KMM explained that it was important that the group reviews feedback from a variety of sources, including the complaints/concerns that the practice receives. The group discussed these but felt that this time there was no themes that could be included in the practice action plan.

b. PPG Representation

The group discussed methods to encourage participation from wider groups. It was agreed that a virtual group could be established to support involvement from a younger demographic. This would allow them to contribute by email without the need to attend meetings. Leaflets will be designed to target this group.

It was also discussed how we could raise awareness amongst ethnic minority groups. It was felt that if there were any local groups that the practice could make contact with this maybe one option, group members to inform KMM if they are aware of any.

c. Three areas of priority

KMM presented the group with an action plan based on the discussions at last meeting. The group agreed on the three areas of priority and the action plan.

d. Meeting to agree final report

It was agreed that the final report would be emailed to the group and posted to the patients present without an email address.

5. Guest Speaker

The group agreed that KMM could add a speaker to the future meetings.

6. AOB

PH asked about joining up the PPG's in the locality. KMM said she would raise with CCG.

HJ to email KMM details of POP Meetings. KMM to contact Robert Francis about being added the distribution list and attending next POP Meeting.

7. Date of Next Meeting

Next PPG meeting 15.04.15 at 6.00pm.