

# EVE HILL MEDICAL PRACTICE

## Patient Participation Group Meeting Minutes

Meeting held on 06/07/16 at Eve Hill Medical Practice

**Present:** Dr V Smart (VMS), Kelly Houseman (KH, Practice Manager), Louise Bunce (LB, Reception Team Leader), see attendance sheet  
Apologies - Karen Webb (KW)

Topic	Discussion	Actions	Target Date	Completed
<b>Welcome and introduction</b>	KH welcomed the group, and the two PPG members from Stepping Stones Medical Practice.			
<b>Stepping Stones Medical Practice PPG</b>	JB talked to the group about how it can be a struggle to get members to attend the group, they have 7 members at the moment. JB gave a brief description of the things they do for the practice as part of the PPG, such as creating surveys and handing them out to patients and staff. They also look at the DNA numbers and try to reduce them. They also support through flu season by assisting the patients through to have their Flu Jab.			
<b>Practice Update</b>	KH updated the group on the plans for when she's off on maternity leave. It was explained that LB, Ann Gill, and Karen Webb would all be stepping up and taking on various roles of Kelly's to continue the smooth running of the practice. Future planning for the next few months is in progress, such as the Flu campaign starting in September. We will be introducing two new registrars in August. As we are a training practice this is rotated every 6 months to a year, depending on the level of the registrar coming to join us. Work started on the Long Term Conditions Framework, an update will be provided at the next PPG meeting.	LTC framework update Next PPG meeting	October	
<b>Update on CQC</b>	KH announced that our outstanding rating was reported in many papers and the CQC website. The group asked if we had seen an increase in patient registrations since this, we will be tracking this and will report back.	Update to be given	January	

<b>Patient Feedback Report</b>	<p>LB went through the Quarterly Patient Feedback Report (copy attached to the minutes).  The group suggested that when doctors are running late, the receptionists could inform patients as they check-in that there may be a delay and keep them informed.</p>	Process to be agreed and shared at the next meeting	October	
<b>AOB</b>	<ul style="list-style-type: none"> <li>• Jean Beard – Stepping Stones Medical Practice Open Day on the 17<sup>th</sup> September</li> <li>• Philip Jones – Asked about the University of Birmingham study's with regards to how the pollution affects peoples health. Dr Shukla may have more information on any research in progress.</li> </ul>			

**Next PPG meeting to be arranged**