

EVE HILL MEDICAL PRACTICE

Patient Participation Group Meeting Minutes

Meeting held on 4th December 2017 at Eve Hill Medical Practice

Present: Dr V Smart (VMS), Kelly Houseman(KH, Practice Manager), Karen Webb (KW minutes), Nicola Fennell, Parveen Ahmed (Pharmacist) see attendance sheet

Topic	Discussion	Actions	Target Date	Completed
Welcome and introduction	KH welcomed the group and introduced Parveen Ahmed, the Practice Based Pharmacist.			
Parveen Ahmed (Practice Based Pharmacist)	<p>Parveen described her role in the practice including the benefit to GP's and patients. She is able to free up GP time by taking some of the doctors admin work allowing them more face to face time with patients. Parveen is able to handle queries from reception regarding side effects, dose and quantity issues. The pharmacists also have specialist clinics to deal with BP checks and medication reviews. Parveen reconciles any changes in medication for patients following a hospital discharge.</p> <p>It is also part of the pharmacists' role to carry out audits to keep on top of prescribing in general.</p> <p>Patients can make an appointment to see or speak to a pharmacist regarding medication queries, blood pressure, medication reviews and medication reconciliation..</p> <p>A number of the group were unaware of this and asked the practice to make other patients aware. The group agreed it would be a good idea to put an article in the next newsletter and to add information to the TV screen in the waiting room</p>	KW to inform KB		
Gordon O'Connor (Steppingstones Medical Practice - PPG Chairperson)	<p>Gordon explained to the group how the PPG works at Steppingstones Medical Practice and the input and support they offered to the practice. Gordon asked if our group or any of its members were interested in working together with other practices to influence change and promote the services and support available to patients on a locality basis.</p> <p>If anyone is interested or would like more information they can contact Karen who will pass the details on to Gordon.</p>			

Sepsis	Dr Smart gave a brief talk on Sepsis and the signs to look out for. The group watched a video to promote greater awareness. The link for the website is www.sepsistrust.org/education/educational-tools			
EPIC	KH informed the group that the practice was taking part in EPIC (Enabling Practices to Improve and Change). A programme designed to help us identify areas within the practice that we can improve on by working as a team to lead change, release time and improve the experience for all. We will be carrying out a number of surveys and audits and will present the findings at our Reveal event planned for 07/02/18. Members of the group are welcome to join us at the event to give us their views. Details will be sent out nearer the time.	KW to send reminder	31/01/18	
How does the NHS in England work?	The group were informed of a video from The Kings Fund which aims to explain how the NHS works. The link is www.kingsfund.org.uk/audio-video/how-does-nhs-in-england-work?			
Patient Feedback Report	The group discussed the Patient Feedback Report. KH explained suggested actions, the group agreed. The group discussed the National Patient Survey results. The one area of potential improvement was 'waiting time upon arrival to see the GP'. KH explained that the self-check-in screen estimates an approximate waiting time. The group agreed that reception should tell patients when they arrive if there are 2 or more patients in front of them.	KW to inform reception	ASAP	
Internal Patient Survey	The group agreed that the Internal Patient Survey should stay the same in order to have comparative data. The survey will be completed in Feb 18.			
Any other business	Nothing further to add			

Next PPG meeting Monday 26th March 2018 6.30pm