

EVE HILL MEDICAL PRACTICE

Patient Participation Group Meeting Minutes

Meeting held on 17th September 2018 at Eve Hill Medical Practice

Present: Dr V Smart (VMS), Kelly Houseman(KH, Practice Manager), Kimberley Boden (KB, minutes), Michael Burrows (MB, Researcher), see attendance sheet

Topic	Discussion	Actions	Target Date	Completed
Welcome and introduction	KH welcomed the group and introduced KB and MB.			
GP Receptionist Research – Michael Burrows	MB explained to the group that as part of his current research project he is looking into the role of GP receptionists. MB explained after today he will continue his research by having discussions with GP receptionists and clinicians within the practice. The group were asked to take part in a 30 minute discussion which would be recorded, everyone agreed to the discussion being record and consent forms were completed before recording commenced. Confidential discussion took place.			
Patient Feedback Report	<p>KH presented the recent findings from our Patient Feedback Report. There were a few comments in the Friends and Family Test that highlighted it was challenging to request an appointment with long standing GPs. Group asked if the surgery could offer less appointments online to give even chance to get an appointment with long standing GPs. KH advised the group that the surgery is under pressure to meet targets for patients using online services but will take this into account and monitor appointment booking online.</p> <p>KH explained to the group about the new telephone system that had been put in place. Phone lines are now digital lines and we now have more lines into the surgery which should make it easier to get through. The practice will run 3 month audits to monitor the volume of calls into the practice to ensure there is enough staff to manage the amount of calls being received. The group were advised calls are now recorded; patients will be advised about this by a message on the telephone system when ringing in and</p>	<p>Every 3 months audit on telephone system</p> <p>Monitor Online Booking</p>	<p>Every 3 Months</p> <p>Ongoing</p>	<p>Ongoing</p> <p>Ongoing</p>

	<p>posters around the surgery. Call recordings will be used as part of staff training to allow staff to reflect and learn.</p> <p>As the surgery send out friends and family questionnaire via text message a member of the group highlighted that the older demographic who are more than likely not to have a mobile phone will not receive these messages to give feedback. It was advised that we have Friends and Family cards in the practice that can be completed by patients and advertisement in the newsletter to remind patients of this.</p>	Advertise Friends and Family in newsletter.	Next Issue (Jan/Feb 2019)	Feb 19
Practice Update	<p>KH updated the group on new staff in the surgery; 2 new registrars were introduced, Dr Zahid (Male) and Dr Austin (Male), compliments were given for both doctors. 2 new receptionist/administrator apprentices are joining the practice. KH also mentioned that our current apprentice receptionist/administrator, Jessy, will be changing her role to apprentice HCA. A member of the group spoke highly of the apprenticeship scheme and how well this works within the practice. Specific positive feedback was given to a new receptionist Helen.</p>			
Feedback from other meetings	No feedback			
Any other business	Nothing to add			

Next PPG meeting Thursday 17th January 2019 at 1.00pm