

# EVE HILL MEDICAL PRACTICE

## Patient Participation Group Meeting Minutes

Meeting held on 20/04/16 at Eve Hill Medical Practice

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

Topic	Discussion	Actions	Target Date	Completed
<b>Welcome and introduction</b>	KH welcomed the group.			
<b>Dudley Self Management Programme – PPG Project</b>	Dudley Self-Management Programme are a team of staff and volunteers who deliver self-management programmes across the Dudley borough. The Expert Patients Programme (EPP) is for people living with any long-term health condition. The PPG Project is looking for support from PPG's to promote the service. This could be by attending flu clinics and speaking to patients, handing out leaflets or attending an EPP and potentially becoming a volunteer and hosting EPP sessions at the practice for other patients. The self-management programme would be happy to come back and go into more detail if the PPG wished to get involved.	Discuss with practice team and at next PPG	06/07/16	
<b>Practice Update</b>	VMS announced that Kelly Houseman is expecting a baby in September. The group were reassured that plans were under way to ensure that the practice will continue to run smoothly during Kellys maternity leave. VMS gave a brief explanation of the new Long Term Conditions Framework. It is running as a pilot in Dudley with most practices taking part to look at better ways of managing patients with multiple long term conditions. New IT processes are being installed on 12 <sup>th</sup> May and the practice is waiting for further information from the CCG.			
<b>Update on CQC</b>	The group were updated on the recent CQC inspection on 15/03/16 by VMS and KH. They reported that initial feedback on the day was positive from the inspectors and gave an outline of how the day was structured. Members of the PPG that met with the CQC on the day also said they felt	Result will be published on the website when known.		

	things went very well. The inspection result should be known by the middle of May.			
<b>Patient Feedback Report</b>	LB went through the Quarterly Patient Feedback Report (copy attached to the minutes). The group agreed with the action plan.			
<b>CCG PPG Guidance</b>	KH discussed with the group an email (attached). To be discussed further at the next meeting.			
<b>Stepping Stones Medical Practice</b>	KH informed the group that Stepping Stones Medical Practice had suggested a joint meeting with their PPG and ours at Eve Hill to share ideas and look at ways of promoting the groups and engaging new members.	KK to contact Stepping Stones Medical Practice to advise them and arrange a date in July.		
<b>AOB</b>	The group asked about having the newsletter sent out. KH advised that there is an option on the practice website to sign up for newsletters.			

**Next PPG meeting Wednesday 6th July 2016 at 6:00pm**