

EVE HILL MEDICAL PRACTICE

Patient Participation Group Meeting Minutes

Meeting held on 07/10/19 at Eve Hill Medical Practice

Present: Kelly Houseman – Practice Manager (KH), Karen Webb (KW), see attendance sheet

Topic	Discussions/Actions
Welcome, Introduction, Apologies	KH welcomed the group and introduced herself as the Practice Manager and Karen Webb as the Assistant Practice Manager to the new members of the group.
Chaplaincy Service	<p>Sandy from the new Chaplaincy Service introduced herself to the group and explained what her role involved. The new service offered through the PCN gives patients the opportunity to talk on a one to one basis with Sandy providing a listening and guidance service and there is currently no waiting list. Patients need to be referred by the GP and have access to 4 sessions with the chaplaincy service, one hour session every 2 weeks. The sessions can be pastoral, spiritual or religious depending on the patients preference. Dudley is leading the way with this service and Sandy is currently working 2 days a week in another Dudley practice and the service is being well received. It can be used as interim support when patients are waiting for counselling and as Sandy pointed out sometimes just talking to someone independent that isn't a friend or family member and who isn't there to judge them can be a big help and can reduce the demand on other services.</p> <p>Further information can be found at www.acgp.co.uk The group felt that this was a useful service especially as waiting times for counselling can be more than 6 weeks and is often now in a group environment.</p>
Practice Update	<p>KH informed the group of the new physiotherapist that would be working at the practice 2 days a week. The practice is the first wave of practices to be offering this service and patients with joint or MSK (Musculoskeletal) issues can be booked directly to see the physio. They will be able to assess and treat appropriately or refer directly for further tests without the patient needing to see the doctor. It is hoped that this will free up GP appointments and speed up diagnosis and treatment for patients without the need for referrals to hospital based physiotherapy. The group felt that this was a useful service and discussed the possibility of having the Physio appointments as an option on the telephone messaging system to make patients aware.</p> <p>KH updated the group on the 2 new registrars Dr Tariq and Dr Pena who started with the practice in August. They have settled in well and are proving popular with the patients.</p> <p>Dr Katie Davies who joined us as a Salaried GP in February (previously one of our registrars) has now increased her sessions to 6 per week.</p>

CQC	KH notified the group that she has been given a date of 7 th November 2019 for the practice CQC Telephone Interview which will take place with KH and Dr Smart. KH discussed some of the 19 questions that will be covered during the telephone interview and the process of submitting the information beforehand. The group provided their feedback on the questions on how they felt the practice performed in these areas.
Patient Feedback Report	<p>KH discussed the Patient feedback report for July - Sept 19 and the National Patient Survey results released July 19, which were attached to the agenda. KH gave an overview of the report and discussed the actions the practice was making, the group agreed the results were positive and reflected well on the practice.</p> <p>It was noted that a couple of the comments that were less favourable were regarding the waiting time from arrival at the practice to seeing the GP. KH explained that doctors could be dealing with serious/sensitive matters with patients and sometimes dealing with emergencies and these things can't be rushed. A GP appointment session always starts on time and each appointment is 10 mins but often it's not enough, the GP's have added catch up slots to help with this. The survey shows that although a higher than average number of patients reported waiting 15 minutes or more, 97% pf patients reported that they were given enough time. The group agreed with this and felt it was difficult to achieve in both areas. They support the practice in not wanting to rush or impose a one problem per appointment rule. It was suggested by a group member that we have a new sign in the waiting room 'Be a patient patient, next time it could be you!' to remind people that the doctor will give them the same care and attention when it is their appointment.</p> <p>KH specifically asked the group about their understanding of Personal Care Plans (PCP) and the group felt this related to knowing when medication reviews were due and planning next steps with the LTC team and when they see the GP, the GP discussing next steps where appropriate. It was also commented that for some too much information can be overwhelming and may cause additional stress. The group appreciated that this is a balance for the clinician to assess.</p>
Any other business	None

Date of next meeting: **Tuesday 14th January 2020, 1.00pm**