

EVE HILL MEDICAL PRACTICE

Patient Participation Group Meeting Minutes

Meeting held on 17.01.19 at Eve Hill Medical Practice

Present: Karen Webb (KW) Dr L Martin (LM) Kim Skidmore(minute taker) Mary Stott (MS) Dementia Awareness Volunteer, see attendance sheet

Topic	Discussions	Outcome/Actions	Target Date	Completed
Welcome, Introduction, Apologies	KW Welcomed the group and apologised that KH and VMS were not able to attend today's meeting.			
Dementia Awareness- Mary Stott (MS) Awareness Raising Volunteer/Dementia Friends Champion	KW introduced MS to the group. MS gave a talk about Dementia and how it affects every person in different ways. The group gave positive feedback and found it useful to understand how a person with Dementia may be feeling and the effects it can have on their families. The group were informed that frontline staff had received Dementia Friendly training.			
Raising Awareness of Cancer Screenings Programmes (LM)	<p>LM Introduced herself to the group and informed the group as well as being a GP at the surgery she also Dudley Clinical Lead for End of Life Care and Cancer and works with Macmillan one day a week. LM explained that the practice has been looking at figures around cancer screenings and trying to find ways on how we can improve.</p> <p>LM brought up a website on the screen called 'Finger tips' through Google. This allows you to see on a practice level where we are at with our figures for cancer screenings and where the CCG expect you to be.</p> <p>LM went through the figures for Bowel, Cervical and Breast Screening. Overall we are hitting the targets that the CCG expect but LM compared our figures to other local practices and this shows that there is room for improvement. LM focused on Bowel Screening and asked how we can improve the figures. The PPG said that it's scary to have the invite letter and the kit through the door especially if you know someone going through cancer at the moment. People are put</p>	KW to review Bowel Screening letter and make amendments'	ASAP	Complete

	<p>off Bowel Screening because of what is involved, it's not very pleasant and it's the only screening you have to do yourself so this may put people off. LM explained that the NHS are changing the screening kits to make it easier for patients, it's been trialled but will be implemented Nationally over the next few years.</p> <p>LM brought up the Bowel Cancer Screening letter that the practice sends out to patients, when we receive notification that they have not returned their kit. She asked the group to review the letter and suggest how we can improve the letter and if any changes need to be made. The group felt the 2nd paragraph was too hard hitting, although it was factual. The group found that the 3rd paragraph was too long and felt patients would skip over this and not read it. The group suggested ways to re-phrase some sections but still have the same impact.</p>			
Patient Feedback Report	<p>KW asked the group to look at the Patient feedback report Oct-Dec 2018 which was attached to the agenda. KW gave an overview of the report and the figures showed that patients likely to recommend our surgery increased over the 3 months.</p>			
National Patient Survey	<p>KW brought up the national patient survey PowerPoint from July 18. It showed that we were on target or above average in some areas compared to CCG and national averages. KW read out Q2 about helpfulness of reception staff. The result was slightly below where we would expect to be. KW asked the group why they thought this might be. The group suggested that it may be because of the new reception staff not being as confident or have the experience on the phone. KW went through each slide breaking each question and result down to make it easier to understand. The group found this very useful to know and felt happy with the results.</p>	Continue to train and support new reception staff.	ongoing	Ongoing
Any other business	<p>KW asked the group if they had any suggestions or ideas for future meetings and if they have any questions or feedback from today's meeting. The group all agreed that they enjoyed the talk from the Dementia Friends volunteer and said they would like more talks in the future.</p>			

Date of next meeting: **Monday 29th April 2019, 6.30pm**