

# EVE HILL MEDICAL PRACTICE

## Patient Participation Group Meeting Minutes

Meeting held on 29/04/19 at Eve Hill Medical Practice

**Present:** Kelly Houseman – Practice Manager (KH), Karen Webb (KW), Dr Victoria Smart (VS), see attendance sheet

Topic	Discussions	Outcome/Actions	Target Date	Completed
<b>Welcome, Introduction, Apologies</b>	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.			
<b>Thrive to Work</b>	<p>KH informed the group of a new study that the practice is involved in called Thrive to Work. It's an experimental trial, testing a new employment support service for people with a health condition. It offers one to one support to suit the patients needs and employment goals, helping manage any difficulties, giving benefits advice, help in finding a job and continued support once you have started work.</p> <p>It is for people with a mental health and/or physical health condition, 18+ who are registered with a GP in Dudley and not in paid employment for at least 4 weeks. The Advisors will be based at the practice for the patients to have face to face appointments or over the telephone.</p> <p>KH explained to the group that we are the lead practice for our locality. The practice is trying to raise awareness of the programme by advertising it in our newsletter, on prescriptions, through the TV screen in the waiting room and the telephone holding message. GP's and nurses would be recruiting patients opportunistically. We will be asking patients about employment status on New Patient Registration forms and when they request a fit note.</p> <p>The group felt this was a worthwhile project and suggested that a display in the waiting room may help with a heading of Your Health and the World of Work. An expression of interest box for people to</p>	Display in waiting room to be created, including an expression of interest box	ASAP	

	<p>leave their details and receive a call back with more information was also suggested. The group generally felt that Thrive to Work wasn't the best title and wasn't clear what it was about but KH explained that the title was out of our control. The group felt it was best to make our approach focussed on the health benefits of the programme. MS offered his support.</p>			
<p><b>Mammograms at Eve Hill Medical Practice</b></p>	<p>KH discussed a recent review that had been conducted by Dr Lucy Martin and Victoria Gilbert, a member of the Admin team who is also one of our Cancer Champions. The Mammograms for our patients come around every 3 years and our last batch was done December 2018 and January 2019. The review was to look at the number of patients who did not attend (DNA) and find out the reason for non-attendance to see how we could improve our patient uptake. A script was agreed for phone calls to patients and their responses and reasons for non-attendance noted. As a result 38 patients rebooked for screening following these calls.</p> <p>The practice wants to increase its uptake and discussed ways of promoting. The Group discussed other screening, smears and bowel. It was asked if records could be flagged for none attendance and it was confirmed they are and staff had received training to approach this with patients.</p> <p>Demographics were discussed and if there were any practices with similar demographics that had a higher uptake and what they do.</p>	<p>Campaign prior to the next screening round</p> <p>A patients experience in the newsletter</p> <p>KH to speak to Dr Martin</p>	<p>Next issue</p> <p>ASAP</p>	
<p><b>Carers</b></p>	<p>KH presented information on our current figures regarding the number of patients we have recorded as carers in Feb 19 compared to Nov 15. We need to be made aware when someone is caring for someone else as they may require extra support and we are trying to raise awareness through the newsletter, TV in waiting room, on the New Patient Registration forms and in the LTC reviews. The practice will write to carers and offer them a Health Check.</p> <p>The group discussed how to help people understand what is meant by the term carer, for example if someone relies on you for something and your presence would be missed. Elderly couples often rely on each other.</p>	<p>Examples of carers to be included in the newsletter</p>	<p>Next issue</p>	

<b>Patient Feedback Report</b>	KH discussed the Patient feedback report Jan – Mar 19 which was attached to the agenda. KH gave an overview of the report and discussed the actions the practice were making, the group agreed.			
<b>Internal Patients Questionnaire</b>	KH informed the group that the Internal Patients Questionnaire started today and we would discuss the results at the next meeting. The same questions will be used to enable bench marking.			
<b>Any other business</b>	<p>A member of the group who is also a diabetic patient said they liked the new telephone review approach which increase self-help with managing their condition. They had got a new BP machine and scales and it made them more responsible for their own health. Receiving a form and a phone call reduced the need for taking up an appointment and they felt it was an example of good efficient service and praised Nurse Vanessa.</p> <p>VS explained that Nurse Vanessa reviews blood results and decides if the approach is suitable for each patient and that the feedback received on a recent survey was very positive.</p>			

Date of next meeting: **Monday 8<sup>th</sup> July 2019, 6.30pm**