

# EVE HILL MEDICAL PRACTICE

## Patient Participation Group Meeting Minutes

Meeting held on 2<sup>nd</sup> July 2018 at Eve Hill Medical Practice

**Present:** Dr V Smart (VMS), Kelly Houseman(KH, Practice Manager), Karen Webb (KW, minutes), Kim Skidmore (KS), see attendance sheet

Topic	Discussion	Actions	Target Date	Completed
<b>Welcome and introduction</b>	KH welcomed the group and introduced KW and KS.			
<b>New Staff</b>	KH updated the group on the latest staff changes within the practice. Dr Tuppen left in May 2018 and was replaced by Dr Claire Simmonds who is a permanent Salaried GP. Her normal working sessions will be Tuesday morning, Wednesday morning and all day Friday. Kimberley Boden has been promoted to Reception Team Leader at the practice.			
<b>EPIC Project</b>	<p>KW gave the group an overview of what EPIC stands for (Enabling Practices to Improve and Change) and the changes and impact this had on the practice and our reasons for taking part in the project. A PowerPoint presentation that was used at the final EPIC Reveal was shown to the group. Please see attached.</p> <p>KS discussed how the practice had increased the uptake of online registrations and the benefit of this to our patients. A member of the group raised a concern about issues with ordering prescriptions and needing to add a comment in the additional comments box for the request to be accepted. KS said she would look in to the matter and update.</p> <p>KW informed the group how the practice had improved communication between non-clinical staff using the PowerPoint presentation. Initially looking at what we thought the issues were and why we had those issues. Following a number of focus groups suggestions were made by staff for improvements and were then implemented i.e. a reception folder for daily updates, communications whiteboard, pathways created for effective communication.</p>	KS to update at next meeting	Next Meeting	

	<p>KH updated on the work that had been done regarding avoidable appointments. Discussed existing pathways for patients that aren't being fully utilised and focused on the fact that reception 'needed to ask the question'. The group could understand why patients were reluctant to give information to reception staff but they could also see from the practice point of view why it was beneficial for patients to be seen by the appropriate clinician. A member of the group felt that the reception staff would need full training and KH advised that this was already in process.</p>			
<b>New Telephone System</b>	<p>KH briefed the group on the new telephone system of which stage one was completed. This included new phones and the use of a call directing function. Stage two is waiting for the additional phone lines to be added to make the system more efficient and this was planned for early August. A number of the group had experienced the new system and found it frustrating that they were on the phone for too long before they got to speak to a member of staff. They also felt the welcome message from VMS was unnecessary. KH acknowledged their concerns and advised that there are a number of teething problems that we will address when we have the extra lines and the system is fully functioning, and agreed that the number of options would be reduced.</p>			
<b>Group Consultations</b>	<p>KH explained the concept of group consultations that were being piloted by the practice. This was trialled on a group of diabetic patients by seeing a number of patients with the same condition and allowing the patients to share with each other their experiences and different ways of managing their condition, in the hope that a different approach to managing the condition may improve outcomes for patients. For the pilot session the patient turnout was poor. A number of members of the group said they wouldn't feel comfortable in a group setting and there is already a group session for diabetics called First Steps for newly diagnosed and the Expert Patients Programme for ongoing support and sharing experiences.</p>			
<b>Next Years Plan for the PPG</b>	<p>VMS asked the group to think about topics and suggestions for the PPG to cover in the coming year. Any suggestions for speakers etc to contact KH or KW</p>			
<b>Any other business</b>	<p>None to note.</p>			

**Next PPG meeting Monday 17<sup>th</sup> September 2018 6.30pm**