

# EVE HILL MEDICAL PRACTICE

## Patient Participation Group Meeting Minutes

Meeting held on 7<sup>th</sup> June 2017 at Eve Hill Medical Practice

**Present:** Dr V Smart (VMS), Kelly Houseman(KH, Practice Manager), ML (ML, Assistant Practice Administrator), Minesh Patel (MP, CCG )see attendance sheet

Topic	Discussion	Actions	Target Date	Completed
<b>Welcome and introduction</b>	KH welcomed patients and introduced MP to the group			
<b>Minesh Patel CCG Prescribing Team Drugs of Limited Clinical Value</b>	MP explained the basis behind the drugs of limited clinical value programme and the timeline involved for the rollout. The categories were explained to the patients and a copy of the draft policy was given out for the patients to review. Patients were asked for their thoughts on how best to promote this initiative within the community; MP handed out example posters to promote the scheme from a different borough. Patients made suggestions which MP thought would be useful; in particular the use of "Save our NHS" rather than "Help our NHS", which VMS agreed with. Patients also suggested the use of black country flag as the colour scheme in promotional material for the Dudley area, as well as a preference for less text and more of a visual approach. Patients discussed reasons why these drugs might be prescribed, coming to the conclusion that whilst there is a need for some patients to access the service that most are in a position to pay. The minor ailment scheme was discussed as some patients weren't fully aware of the details. Patients suggested that both patients and doctors need to be regularly informed and reminded of the costs to the NHS. KH suggested to MP the use of similar survey to the Eve Hill FFT to engage with patients. MP, KH and VMS explained the MCP to the patients and briefly discussed some of the plans for practices in the Dudley area in terms of their management in the future. MP asked patients to forward any further ideas to the CCG regarding ideas for engagement with the local community.			
<b>Eve Hill Patient</b>	KH updated the group on recent staff changes; ML introduced as Assistant Practice Administrator/Secretary. SF and NT settling in well and both			

<b>Feedback Report</b>	doctors were complimented by the patients at the group. AK leaving and new posts advertised to fill AK position and to allow BH more time to work on LTC. KW now Assistant Practice Manager and JP now Senior Receptionist. KH presented the findings from the most recent patient feedback report to the group. The patients agreed with KH that some of the questions were indeed open to interpretation, and that the removal of certain categories made it difficult to compare with previous results. Patients also agreed that although they do have preferences as to which doctors they see, they understand that at certain times this may not be possible due to working schedules of each doctor. KH explained targets for online participation for patients; some stated that they would be happy to sign up for online services whilst others prefer to book appointments over the phone. KH mentioned that there may be a possibility of opening up the online appointment system to same day availability but that the was something currently under discussion.			
<b>Patient Opportunity Panel</b>	KH briefly discussed the Patient Opportunity Panel but that most of the feedback from this meeting had covered what they discussed. KH discussed with patients the suggestion patients will soon have access to a seven day service under the extended access scheme. The patients discussed this with KH and VMS and agreed that they do not think this would be necessary.			
<b>Any other business</b>	Nothing further to add			

**Next PPG meeting Wednesday 13<sup>th</sup> September 2017 6.30pm**