

EVE HILL MEDICAL PRACTICE

Patient Participation Group Meeting Minutes

Meeting held on 26th March 2017 at Eve Hill Medical Practice

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

Topic	Discussion	Actions	Target Date	Completed
Welcome and introduction	KH welcomed the group and introduced Dr Lucy Martin, a Partner at Eve Hill Medical Practice and CCG Lead for End of Life Care.			
Definitions for End of Life and Palliative Care - Dr Lucy Martin	Dr Martin talked about a project she is currently working on to create an End of Life/Palliative Care strategy for Dudley. A part of this is looking at the definitions of words and phrases used in palliative and end of life care. The plan is for the phrases to be agreed locally and used in all communications between the various care providers to provide a consistent level of understanding. She asked the group whether they felt the definitions that they had come up with so far were clear and easy to understand and for any alternative ideas. The group gave helpful feedback and suggestions for Dr Martin to take back to the project team.			
Laughter Yoga – Rachael Meredith	We were joined by Rachel Meredith who explained to the group the benefits associated with Laughter Yoga. Laughter yoga is done in groups, with eye contact, jokes and playfulness between participants. It is a new form of exercise from India akin to internal jogging that promotes the use of laughter as a form of physical exercise. Rachael gave the group a brief introduction of the activities you would find in a session and encouraged the group to join. Despite some initial apprehension everyone participated and as a group we certainly laughed! More information on the benefits of Laughter Yoga and details of classes can be found at www.merriemaggie.co.uk			
Actions from last meeting	The Internal Survey has been postponed until May 2018 due to a patient surveys under taken by the EPIC programme. It was felt too many surveys			

	may overwhelm patients			
Extended Hours Access Scheme	The group discussed the practices proposal for the extended hours scheme. It was agreed that there was an unmet need for more telephone consultations. The group felt that people who work (the demography that are more likely to want extended access) are more likely to benefit from telephone access.			
EPIC	<p>Kelly updated the group on our progress with EPIC (Enabling Practices to Improve and Change). The three project areas include:</p> <p>Avoidable Appointments – the group discussed the surveys the GP’s had conducted which found 27% of GP appointments are avoidable. The group discussed the benefit of asking patients why they are booking an appointment in order to offer options and direct them to the right profession for their condition. The group felt this would be of benefit to patients and the practice.</p> <p>Online Registrations – the group discussed the benefit of these services and were informed the passwords were being given in consultations.</p> <p>Internal Communications – this relates to the practice aiming to improve communications amongst its staff.</p>			
Feedback from other Meetings	None received.			
Any other business	None to note.			

Next PPG meeting Monday 2nd July 2018 6.30pm