

# EVE HILL MEDICAL PRACTICE

## Patient Participation Group Meeting Minutes

Meeting held on 21.10.2021 via Microsoft Teams

**Present:** Dr V Smart (VMS) (Chair), Kim Skidmore (KS) (Minute taker) Dr Lucy Martin (LM) (Eve Hill Medical Practice, GP Partner/Joint Medical Director DIHC) Kay Joe (KJ) (First Contact Physiotherapist)

Topic	Discussions	Outcome/Actions	Target Date	Completed
<b>Welcome, Introduction, Apologies</b>	VMS Welcomes the group and thanks the group for joining the meeting.			
<b>Staff Update (VMS)</b>	VMS informed the group of new staff within the practice. Amy New Reception/Admin Apprentice, Dr Sunday Oloidi GP Registrar. Grace has completed her apprenticeship and has been taken on as a full time receptionist/administrator, Paige has also completed her apprenticeship and is covering maternity leave absence.			
<b>First Contact Physiotherapy Service (Kay Joe)</b>	VMS introduced KJ to the group. KJ presented a slide to the group on the FCP Service within the practice. KJ is an advanced physiotherapist with 13 year of experience. KJ informed the group that the FCP Service is and advice and guidance service for self-management on musculoskeletal conditions. KJ presented slide to inform the group of the Aims/purpose of the FCP service. KJ explained that the aim for patient to be seen/spoken to by the right clinicians (musculoskeletal bias/expertise), patients are screened for musculoskeletal conditions and assured patient they can refer back to the GP if its not appropriate for the FCP service. The aim of the FCP service is to free up GP appointments for musculoskeletal problems best managed by a physiotherapist this aims to provide a better pathway for patients. KJ explained the inclusion and exclusion to the group. KJ explained that if patients are referred into an FCP clinic, patients can also be referred into the community musculoskeletal service if they require further treatment for their condition but self management advice can be given whilst awaiting an appointment. KJ gave an example to the group			

	<p>regarding mechanical back pain, KJ can provide advice leaflets (for low risk back pain) if further input is required a referral into the CPMAS service can be requested. KJ offers telephone, video consultations and F2F appointments. KJ can explore the issue and request further investigations i.e Xrays, MRI's). A member of the PPG asked how they request an appointment in the FCP Service. KJ informed the group that patients can call through to reception and reception will ask questions to determine whether it meets the FCP criteria (designed by FCPs) prior to booking, if their problem meets the criteria and appointment will be booked. Due to the current pandemic KJ offers predominantly telephone/video but will offer a F2F appointment if she feels she needs to conduct an examination or if the presenting problem is not appropriate for telephone/video consultation. KJ continued to explained how telephone/videos calls can be beneficial for patients i.e can be done at home in a conformable environment or on a work lunch break.</p> <p>A member of the PPG group asked when is best to call for an appointment and asked if they are booking in the same way as a GP appointment (8am). KS informed the group that KJ has prebookable appointments which means they can be booked in advanced.</p>			
<p><b>GP Access during COVID (LM)</b></p>	<p>VMS introduced LM to the group. LM presented Eve Hill Medical Practice Patient Access Data given by NHS digital comparing data August 2019 – 2020 (start to mid pandemic) to August 2020 – 2021 (during pandemic). LM briefly explained that access and demand has increased during COVID-19 pandemic. There is a lot of bad/negative press surrounding general practice within the media but our results highlight that we have improved/maintained standards during COVID-1 pandemic. LM gave a summary of Patient Access results for example number of appointments offered between August 2019-2020 were 41719 where as August 2020 – 2021 there were 52610 (26% increase). LM stated Eve Hill are offering double the amount of recommended appointments than the guideline set by NHS England. Eve Hill Medical Practice List size continues to increase and as the population grows appointments become in more demand therefore number of appointments that are offered are constantly reviewed. LM gave</p>			

	<p>results for Face to Face appointments, Telephone, and appointments with other practice staff i.e FCP Clinic as discussed prior.</p> <p>The group thanked LM for presenting the data and were appreciative that we shared this with them. The group acknowledged that the surgery is doing the best we can given the current pandemic.</p>			
<b>GP Patient Survey Results 2021 (KS)</b>	<p>Following on from LMs presentation on Practice Patient Access Data, the practice also has the results from Patient Survey Results 2021 that we would like to share with our PPG. KS informed the group that the data that is being presented have been completed by our patients at the practice. The data compares the practice results with the Local CCG/National Average recommended. KS gave a summary of all results and highlighted the practice is either above average or meets the recommended target set. Eve Hill Medical Practice was recently rated number 1 GP practice in the Dudley area.</p>			
<b>COVID Booster Clinics</b>	<p>VMS informed the group that COVID booster clinics are being conducted. Patients can either book via the NHS website at a local clinic. The practice are arranging COVID Booster clinics within the surgery in due course and patients will be contacted to book an appointment.</p>			
<b>Promoting our PPG</b>	<p>VMS asked the PPG group on how we can promote the practice PPG as we cannot directly invite patients due to data protection and information governance but we are able to promote PPG meetings. As we have reduced footfall posters are not as affective as they were prior to the pandemic. Our PPG recommended promoting it in our Newsletters, on our website. A PPG member also suggested adding a message on our telephone system when patients are waiting to speak to reception. KS will speak to the practice IT lead to see if that is possible. KS will liaise with staff who complete the practice newsletter and will add an article on the practice PPG.</p>	<p>KS to speak with IT lead regarding PPG promotion on telephone system.</p> <p>KS to write an article to promote PPG for practice Newsletter</p>	<p>ASAP</p> <p>Before Next Article (Spring addition)</p>	<p><b>Completed</b></p> <p><b>Completed</b></p>
<b>AOB</b>	<p>The PPG group congratulated us on our current Flu campaign and being rated top practice in Dudley. PPG members informed VMS that they have received positive experiences with staff members when they have contacted the practice.</p>			

Date of next meeting: **to be confirmed.**