

EVE HILL MEDICAL PRACTICE

Patient Participation Group Meeting Minutes

Meeting held on 23.03.2021 via Microsoft Teams

Present: Dr V Smart (VMS) (Chair), Kim Skidmore (KS) (Minute taker), Aiesha Turner (Integrated Plus), Anna (Listening and Guidance), see attendance list

Topic	Discussions	Outcome/Actions	Target Date	Completed
Welcome, Introduction, Apologies	VMS Welcomes the group and introduced KS as new minute taker in place of KW.			
Aiesha Turner (Integrated Plus)	VMS introduced Aiesha to the group. Aiesha gave a short presentation to the group on which service she currently works for and what support they can offer for patients. Aiesha informed the group that she attends the ICT meetings (MDT) across the borough to discuss any patients that has been referred to her if she requires further support and advice from the GP. Integrated plus is an NHS funded service by Dudley Council which is a social prescribing service and help identify opportunities for people to become more involved and active in the community to help improve their wellbeing. They have access to charities, volunteer resources, grants, volunteer support and befriending service. Aiesha informed the group that the usual route for a referral is via the GP but social workers can also refer direct.			
Anna (Listening and Guidance)	VMS introduced Anna to the group. Anna gave a short presentation to the group on the Listening and Guidance Service. Anna informed the group that they offer support for patients who have suffered any kind of loss, bereavement, loss of freedom. Anna explained they work closely with GPs and other services within the PCN (Primary Care Network) to offer support for patients. They currently have a 2 week wait for the initial contact but aim to make initial contact as soon as they can. Support is made up of 4 sessions and will adapt to patients needs and requirements.			

New Staff Update	VMS updated the group of the new staff that have jointed Eve Hill Medical Practice. 2 new Receptionist/Admin staff. MJ retiring , 2 new Female Registrars. VMS informed the group that we have a new staff members board within the practice.			
COVID Vaccine Update	VMS informed the group of the current COVID vaccination age eligibility. All groups 1-9 can now book their vaccine. Clinics offered at Revival Fires but can also be booked online for Black Country Museum. A PPG member asked regarding common symptoms (shivers, sweats, achy body temp). VMS explained they usually subside within 24hrs can take paracetamol and keep hydrated.			
Changes to LTC recall	VMS informed the group that LTC (Long Term Conditions) recall has started to take place again following suspended service due to COVID-19. The changes to the recall is that patients will now back called for by their Birth Month. A PGG member asked if patients usually know when their review is due. VMS responded that not all patients will know/remember when their review is due and hopefully with the recalls being changed to Birth Month this will make it easier for patients to remember.			
Blood form Update	<p>VMS gave a brief overview of a Learning Event involving blood results. VMS explained to the group that we would like their help in adding few lines/a paragraph onto the bottom of the blood form regarding calling for blood results. VMS informed that often patients assume ‘no news is good news’ and we do not want this because this is not always the case. The group asking how long should they wait before calling for the results. VMS responded that the results are normally all back within 1 week anything further we need to investigate further to find out why. After discussion it was agreed that a note at the bottom of the blood form would be helpful.</p> <p>Examples given: ‘Your blood results will back within X amount of days after you have had your blood test, please call the surgery for your results’.</p> <p>‘Your blood result is important to us as it is you, please call for your results in X days’</p> <p>VMS noted that there would need to be a note regarding if the results are for annual reviews as they would be discussed in the LTC appointment.</p>	VMS to liaise with KB (Admin Lead)	Before next meeting.	

	<p>The Group agreed this needs to be direct so that patients do call up for results but not too direct that it may concern patients'</p> <p>The group suggested also displaying a notice in the practice regarding blood results.</p>			
AOB	<p>The group informed VMS that they like having speakers join the PPG as its very informative especially when its regarding services patients can access.</p> <p>Next date set for June. The group asked if the agenda for the PPG meetings can be sent out ahead of the meeting. KS will do this from the next meetings onwards.</p>			

Date of next meeting: **Tuesday 22nd June 7pm Microsoft Teams.**