



# EASTHAM GROUP PRACTICE

## PATIENTS PARTICIPATION GROUP MEETING

6th August 2018 - Minutes

1. **Present** – Alec Wood, Paul Engle, Brenda Williams, Chris Haselgrove, Alison Jones
2. **Apologies for Absence** – Phil Haselgrove, Mike Taylor, Rachel Heath, Tracey Fisher, Roger Green, Joan Wilkes
3. **Minutes of Meeting of 4<sup>th</sup> June** – accepted as being a true record. However because an AGM has not yet taken place a decision was unanimously agreed to record in an amplification to items 4.1 and 4.2: *“It should be noted that although there had not been a formal vote it was the assumption of all present that everyone was in agreement that the existing officers would remain in post until such time as an AGM is called”*.

4. **Matters Arising** –

The Chair had written to Dr Piggott on behalf of the PPG in appreciation of her contribution to, and retirement from, Eastham Group Practice.

5. **Practice Newsletter**

It was agreed via email when the July meeting was cancelled that the substantive item at this meeting would be consideration of the Practice Newsletter and to this end Rachel had tabled a skeleton draft for our consideration.

The group confirmed that the items included were considered appropriate and suggested the addition of: (i) the new online prescription service and (ii) the recent changes to evening appointment availability including being able to be booked into other Practices.

It was also suggested that the “Our Practice Team” section should include: the number of consultations of different types per week; the total numbers of GPs, Locums, Nurse Practitioners, Nurses, Reception Staff etc. available; and if not the actual details a link to the names of the clinicians available each day of the week.

Under the “More information about staff changes” it was assumed details such as when a member of staff left / had joined / etc. would be included.

It was suggested that in the section on Walk in Clinics the location of the clinics should be indicated – even within the PPG members present not everyone knew where Victoria Central Health Centre, or The Warrens Medical Centre, were located.

Under the heading Community Events it was suggested that it would be more effective rather than listing actual events and dates this section should focus for now on the currently topical issues of “loneliness” and “health walks”. It should do this by referring to a number of local organisers of such events and include the days of the week/month they regularly take place on - as well as contact details. These details would remain relevant throughout the three month life of the newsletter where actual dates would not.

The group felt that the frequency of publication (Four times a year?) and specific objectives should be clarified further and recorded. For instance something like: *“To inform patients of changes/services within Eastham Group Practice, and the wider Wirral NHS, that directly impact on EGP patients”*.

The method of distribution required careful thought. Was it the intention to email all patients whose email addresses are held by the Practice?

Is the intention to produce a single sheet of A4 or are more pages envisaged? The actual layout of the pages and text size will influence such a decision.

Alec agreed to produce the item "Our PPG" and send it to Rachel in time for a fuller draft newsletter to be presented to the next PPG meeting.

**6. Date of next Meeting**

Given that there had been no meeting in July, and the need to press ahead with the production of the newsletter, it was agreed that the September Meeting should go ahead.

There was further discussion on whether the change to Mondays had been successful and it was agreed that this should be considered before the October meeting.

**7. A.O.B.**

The success in the past of the PPG affecting beneficial physical changes, such as the introduction of the water dispenser etc., was discussed and it was noted that the lack of car parking had still not been adequately addressed.

**Date of next Meeting – Monday 3<sup>rd</sup> September**