



EASTHAM GROUP PRACTICE

PATIENTS PARTICIPATION GROUP MEETING

Notes of meeting held on 1st October 2018

1. Those attending

Roger Green, Paul Engle, Chris Haselgrove, John Wellman, Alec Wood, Dr Paula Cowan

2. Apologies for Absence

Tracey Fisher, Alison Jones, Brenda Williams, Chris Haselgrove, Joan Wilkes, Mike Taylor, Phil Haselgrove, Rachel Stott.

3. Minutes of Meeting held on 3rd September 2018 - not available.

4. Practice update – Update from Practice Manager – via email

The newsletter has been amended following the grammar feedback and has started being circulated to patients. From a practice point of view there hasn't been any significant changes. The Phlebotomy Service is still facing some issues re waiting times at the WIC. In the Eastham WIC we had a trial of 2 Phlebotomists working up there and this was successful. As a result, as of last week on a Monday, Wednesday and Friday there will always be 2 Phlebotomists up there operating the clinic. Feedback from last week again showed that this worked well. I spoke with one patient who said she waited 10 minutes. I am continuing to monitor feedback from all of the South Wirral locality and I am feedback to the Community Trust and Federation when any issues arise.

I hope that we can have the **next newsletter** completed by early December so **if anyone has any items they wish to add to it please let me know** and as agreed I am happy to collate it all. The main item from myself is a Christmas Food Drive for the local housebound patients. I am working with the other practices in the area re this and I will be contacting the Delamere Centre and Age Concern this week.

5. Presentation on Patient Portal

Katherine O'Hanlon from WUTH and Dr Paula Cowan demonstrated the newly developed patient portal. The PowerPoint slides will be sent to the Practice and circulated to all members of the PPG. Those present were able to provide feedback. Katherine asked for volunteers to sign up for the pilot and will send details for us to discuss at a future meeting.

Everyone thanked Katherine for the presentation.

Date of next Meeting – Monday 5th November 2018

Apologies received: Alec Wood