



# EASTHAM GROUP PRACTICE

## PATIENTS PARTICIPATION GROUP MEETING

6.00 pm Monday 5<sup>th</sup> November 2018

### MINUTES

1. Apologies for Absence – Phil Haselgrove, Alec Wood, Mike Taylor, Paul Engle, John Wellman
2. Attending: Chris Haselgrove, Rachel Stott, Roger Green, Alison Jones, Brenda Williams, Joan Wilkes, Tracey Fisher
3. Notes from last meeting – These were accepted
4. Matters Arising - None
5. Practice update – Update from Practice Manager and/or Clinician

**Wellbeing Workshop** - Practices are being encouraged by NHS England to work together which EGP already do. There is a focus at present on Mental Health patients although the current angle has been for patients with an existing diagnosis. EGP and the neighbouring practices (Orchard, Spital and Allport) have been looking into psychological welfare practitioners and whether they can offer services with these staff in practice to talk to those patients who are feeling stressed, pressured or low mood. There is a 6 month pilot with clinics being run to try out the approach. There are a number of workshops that are being set up with the first being held on 12<sup>th</sup> November at Orchard. Patients can contact the practice to book a place. The next course will be held on 27<sup>th</sup> November at EGP.

**Age UK** – Programme for patients who are moderately frail are covered by this practice. 10 patients have been identified by EGP from frequent visits to the GP and Age UK will work with patient to have a guided conversation including mental and health & well being, community links and other aspects within their own house to observe them in their own environment. The initial assessment takes approximately 3 hours and over a 6 week period there is a programme of intervention dependent on their needs to see what the outcome is and whether there are reduced GP attendance. At the end of the 6 week period, Age UK will continue to offer support to the patient to continue the involvement with the patient to ensure that this is an ongoing programme even if the project doesn't get approved past the 6 week pilot phase.

**Joint PPG Meeting** – There has been a suggestion that a joint PPG meeting would be helpful and useful for the Practices working together. This was welcomed by those present and Rachel is to feed this back and this can be discussed at the next PPG.

**Walk-in Centre** – The current Urgent Care Treatment Programme is not sustainable. The consultation is still open and all patients are encouraged to complete the survey that is being carried out at present. No decision has been made yet and all options are currently being considered. It is thought that GP led investigations will be centralised but nurse led services will still be available at the walk-in centre. This has a Wirral wide impact and so at the moment, please feedback.

**Major Incident** - There have been 2 occasions in the last month where the Practice phone system had failed. This has been discussed as a major incident and steps are being taken to introduce a contingency plan.

**Phlebotomy Service** – It is not working as it stands at the moment with sub-contacting to the Community Trust. The level of DNA's from pre-bookable's is very high and the domiciliary appointments have a very high rate of patients not being present. The 4 practices are currently looking at the value of the contract to see if there are options available for us to develop a better tailored service. There is no flexibility in the specification from NHS England/CCG but the service is not working. To be able to pull out of the contract from July 2019, notice has to be given by the end of the December this year but for this to be successful, the new model would need to be at least thought about. Any ideas in relation to the phlebotomy services that patients would require then please feed them to the Practice Manager. A survey monkey may be developed for ideas so please complete this when it is circulated.

6. **Patient Newsletter** – The forthcoming newsletter was reviewed and a number of corrections were suggested. It was felt to be formatted well and it was agreed that following the amendments, this can be released.
7. **Amendment to constitution** – suggestion from Chairman that an amendment be made to the constitution. The amendment was discussed, agreed and voted on by all present and carried.
8. **AOB**  
None presented.

**Date of next Meeting – Monday 3<sup>rd</sup> December 2018 6pm**

**Apologies already received** – Chris Hazelgrove, Phil Hazelgrove, Brenda Williams