



EASTHAM GROUP PRACTICE

PATIENTS PARTICIPATION GROUP MEETING

Monday 1st July 2019 – Notes from the meeting

1. **Present** : Mike Taylor, Brenda Williams, Joan Wilkes, Alec Wood
2. **Apologies for Absence**: A number of people had mentioned at the June meeting that they were not going to be available for this meeting and email apologies had been received from Alison Jones, and Rachel Stott.
3. **Minutes of Meeting of 3rd June** – There were only a few members present and nobody could remember if minutes had been taken.

It was decided to continue with an informal meeting during which the following topics were discussed:

(i) It was noted that under the current Practice Manager the Practice had implemented a number of improvements and was operating better, and more patient focussed, than ever before. The work reorganising the phlebotomy service; the involvement of a PPG member in the Practice's "Team Around the Patient" initiative; and the improvements to the fabric and signage were particularly appreciated. (It was noted that during these and other changes a number of Doctor's consultation rooms had lost the Doctor's photographs from their doors – these were particularly useful for patients with ASD).

(ii) Along with recent changes it was noted that information in the Patient Handbook required updating again; and unless we had missed it the Newsletter was overdue? Members were happy to help with these if requested by the Practice.

(iii) Although it was not minuted members who had been present at the May meeting informed the Chair that Paul Engle had now formally stepped down from the PPG and would no longer be attending. The Chair will now formally inform the Practice and it is hoped that a letter of appreciation for Paul's contribution over several years can be drafted and sent by the Practice.

(iv) Membership and changing role of the PPG were discussed and the Chair reminded everyone that he had indicated in an email in January that he was no longer able to continue such an active role due to an increased pressure of his Merseyside Resilience Forum volunteering activities. This pressure has recently increased again. Alec indicated that he would like to give up the role as PPG Chair as from the September meeting. Discussion also followed on the formation of the "Healthier South Wirral Hub" and possible future links and liaison. There was general consensus that this would be a good time to review the function of EGP PPG so as to incorporate involvement in local federation and South Wirral Hub initiatives. Possible ideas might include a review of responsibilities within the PPG, fewer EGP only meetings and wider joint hub/federation involvement/liaison. Initially it was felt important to obtain, and be led by, the views of the Practice. Brenda indicated she would continue as NAPP representative, and Mike as treasurer/liaison with the Practice regarding the "Team Around the Patient" initiative.

(v) The Chair regretted that he had missed Dr Bush's final meeting with the PPG and reflected on the support she had given the PPG over many years. Appreciation of her support was minuted and the Chair will write to Dr Bush thanking her and wishing her well.

(vi) Traditionally July/August being the holiday season we have usually cancelled the August PPG meeting. More than half the members were unable to attend today's meeting and there were indications that several members would not be able to attend an August meeting. In addition the Practice Manager was experiencing short term difficulties attending evening meetings and it was decided to cancel an August meeting again this year.

Date of next Meeting: Monday 2nd September 2019