



EASTHAM GROUP PRACTICE

PATIENTS PARTICIPATION GROUP MEETING

Monday 02 December 2019 - Minutes

1. **Present** : Alison Jones, Alec Wood, Joan Wilkes , Mike Taylor, Chris Haselgrove, Roger Green, Rachel Stott
2. **Apologies for Absence** : Tracey Fisher
3. **Minutes of Meeting of 4th November** – There were no minutes available.
4. **Practice update**
 - 4.1. Results from hospital-based tests are now streaming in throughout the day, rather than just one batch of results per day. This has resulted in a change of results availability via the phone line (updates have been posted on the website).
 - 4.2. Chris mentioned that the Saturday morning locked doors was not on the website – Rachel advised that this would be updated.
 - 4.3. It was confirmed that with the Wirral-wide changes to Saturday appointments, these are no longer bookable on-line (only via the Receptionist by phone or in person) – but there is now the possibility of having the appointment at one of the other linked Practices – if it is more convenient to the patient. This approach is still under review.
 - 4.4. It transpired that the patient handouts provided by the GPs for self-recording of blood pressure is different from the one provided at the Reception (the GP form includes tips on best practice). Rachel will investigate and resolve – it is likely that the Reception have been using old forms
 - 4.5. The medication reviews are proving very popular with patients (nearly all appointments slots are being taken up). There was positive feedback (both from the PPG and from other patients) that the reviews are very thorough, no feeling of being rushed, and an appreciation that Kerry has contacted specialists at Arrowe Park and fed the information back to the GPs regarding new medication trials and results – a much more joined-up approach.
 - 4.6. The Pharmacy have reported difficulties in getting supplies of some medicines, resulting in the managing of supplies between patients so that no-one goes without medication, just perhaps only getting 2 weeks supply rather than a month for each visit. The pharmacy and Practice are also researching alternatives, if available.
 - 4.7. Feedback regarding the blood test appointments has been positive. Appointments are now often available on the day.. There are still a large number of DNAs, but this is now at approximately half the level under the previous system.
 - 4.8. Requests for home visits are now triaged by a GP, those deemed less urgent are being signposted to a more appropriate service – no-one has been denied a home visit if the GP believed it was medically required. This has reduced the number of home visits, which has the result that more in-Practice appointments are available.
 - 4.9. With a view to the closer working relationship between Eastham Group Practice, Allport Practice and the Treetops pharmacy, there are plans to improve the facilities within the building complex (by removing duplicated facilities, removing wasted space, amongst other ideas), and possibly create a large educational space as well (to support the fact that EGP is a teaching practice).

These plans are at a very early stage but it should be easier to get the changes made as all three leases expire at around the same time (2030) and are simple leases, not PFI deals.

5. **New Practice Documentation**

5.1. There is no new Practice documentation this month.

6. **AOB**

6.1. PPG Facebook and Wordpress blog pages

The administration of these has been passed to Roger (with Alec's and Rechel's assistance as available)

6.2. **Dates for 2020 meetings**

It was agreed that PPG would meet on the following dates (with the usual caveat that at least one of the Summer dates would be cancelled due to holidays and lower numbers of PPG members available) **all days are MONDAY, unless otherwise stated.**

6th January

3rd February

2nd March

6th April

4th May (note that this is not a bank holiday in 2020, some printed diaries are incorrect)

1st June

6th July

3rd August

7th September

5th October

2nd November

7th December

Date of next Meeting – Monday 6th January 2020