



EASTHAM GROUP PRACTICE

PATIENTS PARTICIPATION GROUP MEETING

Monday 13 May 2019 - Minutes

1. **Present** : Mike Taylor (Chair), Brenda Williams, Joan Wilkes, Chris Haselgrove, Susan Cooper, Roger Green, Rachel Stott, Dr Bush
2. **Apologies for Absence** : Alec Wood, Alison Jones, Tracey Fisher, Paul Engle
3. **Minutes of Meeting of 4th March** – accepted as being a true record.

4. **Matters Arising**

4.1. **Phlebotomy Changes**

All partners have agreed the proposed phlebotomy service model within the new “Healthier South Wirral” hub (Eastham Group Practice, Allport Practice, The Orchard, Spital , Civic and Parkfield).

From **July 1st** blood tests will be predominantly pre-bookable, with the current provision of 88 appointments/day rising to 216/day (including 12 domicillaries) across the following sites:

Every morning at Parkfield

3 days/week at Spital

2 days/week at Civic

3 days/week at Allport

2 days/week at Orchard

These are bookable via the patient’s own Practice, but are available at the most convenient location

There are currently 24 slots/day available for on-demand appointments – in order to manage patient expectations, these are likely to be limited in the immediate short-term for use by medical staff to arrange urgent blood tests, but this will be reviewed as the service beds in.

4.2. **ANP Replacements**

All successful applicants had turned down job offers – the posts have been re-advertised with a closing date of 24 May

4.3. **SMS Appointment Reminder System**

The reminder system is now working again, and the DNA levels are reducing – a welcome trend!

4.4. **Practice Fabric**

The internal signage renewal has been completed.

The flooring replacement has been measured, but a budget has yet to be agreed.

4.5. **Holistic Frailty Assessments – Training Seminars**

Details regarding this these were emailed to PPG members - Dr Bush advised that the training sessions will be held on Friday 17th May 2019 and Friday 7th June 2019 from 12-2pm here at Eastham Group Practice and would be including representatives from Wirral Age UK and non-clinical staff from other practices. If any PPG member is interested in attending, please contact Rachel directly.

4.6. **Facilitated Staff Feedback session**

Mike attended this as an observer and reported that the session was very good and all staff were very engaged with the ethos.

It was intended to revisit the core values & priorities that existed for the Practice, each team and each individual team member.

These coalesced around the central principle of "Team Around the Patient". See appendix for the flipchart summary.

Each main area (as shown in different colour pens on the flip chart) is to be developed by smaller teams (consisting of both medical & non-medical staff)

It is hoped that the PPG will be able to assist in this, particularly with regarding Patient Rapport, by providing a feedback focus point, for example.

4.7. It was suggested that the next Patient newsletter should focus on the phlebotomy changes and the changes to the medical neighbourhood i.e the creation of the Healthier South Wirral hub – and what it means for patients.

4.8. There was quite a large turnout for the carer day at Spital, but not a lot from EGP. There are plans to revisit this at a later date.

5. Practice update

5.1. The practice has got a new locum GP **Dr Sam Chow** for the next 6 months. He will be providing appointments from 8am on Monday, Wednesday & Thursday

5.2. Appointment Booking System

There are 5 members of staff available at 8am to take phone calls (6 incoming lines in total), but appointments are also released daily for online booking from 8am. It is hoped that this could reduce the pressure on the phone lines, as it becomes more widely publicised.

5.3. Dr Bush advised the group that from 2020, NHS England are requiring the practice to provide video (or remote) appointments .

6. New Practice Documentation

6.1. There is no new Practice documentation this month.

7. AOB

7.1. There was no other business arising.

The meeting closed at 19:02

Date of next Meeting – Monday 3rd June 2019

Appendix : "Team Around The Patient"

