

Minutes of Meeting 2nd July 2025

| Those attending: Sandy Ross Brown Anna Larking Mary Andrelos Leo Andrelos Diane Parkinson Jane & Kevin King Rose Charlton Chris Forsyth David Stephens Lynn Siveyer | |
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| Apologies: Mike Garrett Richard Flatau Sue Heightman Lucy Schliebach Tony Currie Colin Campbell Nikki & Paul Haskell Jessica Hallsworth Becky McManus | |
| Copy: Charles Hawkshaw-Burn Amar Bhogal Jake Baldwin Ketan Amin Vanessa Evans Max Nicholson | |
| Homepage - Esher Green Surgery | Action |
| <ol style="list-style-type: none"> 1. Sandy welcomed the team and thanks for joining this evening. Apologies had been received from those unable to attend, will be copied on the minutes. 2. Minutes of last meeting agreed by all and noted a following meeting that was held at Charles' home in April. 3. We welcomed David to the meeting – David had 'discovered' the practice PPG whilst catching sight of our stall at the Esher May Fair and meeting Sandy who gave a summary of the PPG, with an invite to join the next meeting. 4. Charles – has taken a Church Warden role and so is very busy, along with all his other volunteering. Charles has said we can always approach him for any PPG help as and when needed. We thank Charles for all the time he has given over the years and will ensure he is included in the circulation of team meeting minutes going forward. 5. Wow! We had a very positive meeting. Amazing energy in the room (perhaps the sunshine had boosted our batteries!). We shared many thoughts and ideas to the point of running out of time. Much more to discuss at our next meeting. 6. Project 'Bereavement Pack' Kevin gave a very informative presentation on behalf of Mike Garrett and himself which covered absolutely everything to be included in the pack and how the preparation is well underway. They have excellent meeting links with CAB who have a wealth of information/support for the bereaved and will offer a dedicated person to support and signpost. The pack will be condensed into a user friendly size document which we can print and also be able to send electronically. Added to that will be a paragraph on the electronic pathway processes on the documentation of certificates, etc. and how EGS liaise with Medical Examiners Office. Also spoke of CRUSE support. 7. Newsletter - Sandy updated the team on the newsletter which is into the final draft stage and will be ready to circulate within the next few weeks. Reiterated how very important it is for us to ensure all the up to date information and links to sites (which can change within the NHS quite regularly) are correct before we distribute to thousands of patients. Within the newsletter we do want to ensure there is information about the NHS App, the website links, sharing NHS Healthcheck information – all of which Mike needs to liaise with the practice on. Thinking ahead on newsletter communication – at the next meeting we will discuss creating an 'update' type of news item which can be just one page of current information. CF happy to help with this. | <p>KK MG</p> <p>MG</p> |

8. **May Fair** - the 2025 May Fair event for EGS PPG can be recorded as a great success. It was a well placed stall, lots of visitors, sharing of information, games and fun. Next year we need to consider clearer signage, distribute more practice leaflets. Copy attached of the leaflet we had to hand out. We will ask for the same allocation of site again. We were approached by a few patients wishing to find out more about the appointment systems, etc. and the team on site were able to help with this. The general feedback was very supportive of the practice.
9. **Patient educational talks** - we all agreed that a talk on Dementia would be our first priority especially as Kevin has a link to a professional who we could ask to host the event. Likely that we can hold this on site at Esher Green Surgery. To be on the agenda for planning in the next team meeting in September.
Discussed a Diabetes talk. Again, we agreed this would be a good speciality to focus on. Past events have been very successful. We are to plan a timeline for PPG projects. We will also re-visit our previous 'preventing suicide in young people' work as we would like to look at arranging an event
10. **Minutes of meetings** – were on the website but seem to have been moved in a website upgrade. Now all added and will continue to be.
11. **Practice update:** GP joining the team in August – Dr Hala Al-Khaffaji, Practice Nurse joining the team in September – Leanne Beveridge and new admin team member joining in August. Very successful in fully moving into digital triage process for patient requests – both clinical and administration. As always, phone lines remain open to patients not able to use on-line or prefer to call.
12. **Flu clinics** PPG always on board to help with patient 'traffic' directing to imms rooms, assistance with car park safety flow, etc. The clinics, at the moment, are set for every Saturday in October. More comms on this nearer the time.
13. **Information / display board** David was keen to hear of the clinical services provided by EGS and suggested how beneficial it would be to have a board at the access point and perhaps in the waiting area telling of the PPG – perhaps with a couple of photographs. We are to take this good idea forward. Also, clearer clinician team names (and perhaps photographs) on display. David very keen to hear more about the processes within the practice and we will look into sharing with him.
14. **NEXT MEETING:** SR-B will send comms to the team with a suggested next meeting date for September.
15. LS thanked everyone for all their support and for attending the meeting. And HAPPY SUMMER HOLIDAYS!



Copy again here of EGS PPG Chair, Sandy Ross-Brown, information sent to Surrey Heartlands:

How to create / what makes a successful PPG?

-The committee needs members from all walks of life, and it is essential to have younger members on your team with excellent interpersonal skills, that truly reflects the practice population

-Choosing the right chairman is imperative because their skills will determine the invaluable link between the practice and the PPG. The involvement of the practice manager is vital and without this support PPG's will not be able to fulfil a productive and active role to assist any NHS surgery.

-Equally important is the involvement of the doctors, nurses, admin staff, which all makes a PPG such as ours a great success.

- So, the key to any PPG is working as a team. Not putting extra work on the practice but seeing how it can help and assist in productive ways.

- Members of the PPG being present at busy times such as flu clinics etc this also benefits the communication between the PPG and the practice patients, patient feedback surveys and canvassing new members. Encouraging involvement!

-As the PPG's grows, they can establish many ways to assist the surgery - for example, a stall at the Esher Mayfair promoting up and coming talks and, in our case, promoting caring for carers, plus promoting our excellent surgery. A great time is had by all, tremendous community spirit.

-Once a PPG is established it will know what works for their particular surgery in our case promoting welfare talks such as asthma and COPD, diabetes, sleep talks. Projects and producing a newsletter with all the up-to-date information and what's happening at the surgery and forthcoming events that the PPG is going to hold in conjunction with Esher green surgery

-It's vital that the chairman involves every member of the committee and listens and communicates very closely with the practise manager, I cannot stress this enough.
Every PPG is different so needs to establish what the PPG wants to achieve.

-Identify where the PPG can help the practise not hinder it.

-Support health awareness and patient education where possible in the form of talks, circulation of information of various health issues, going out to community groups to tell them about our PPG

-Being present to speak with patients in the waiting room, ask views, offer PPG details

-Involving local committee groups. We as a committee are committed to supporting all the carers and future carers associated with the surgery. Coffee mornings - having a link with our local Hospice plus local services.