

Minutes of Meeting 9th October 2024

Those attending: Tony Currie Charles Hawkshaw-Burn Anna Larking Richard Flatau Leo Andrelos Diane Parkinson Jane & Kevin Colin Campbell Lynn Siveyer ACP Dominic Cotton Dr James O'Brien

Apologies: Mike Garrett Sue Heightman Rosie Charlton

Paul Haskell Amar Bhogal Lucy Schliebach Jessica Hallsworth Mary Andrelos Anna Gray
Vanessa Evans Lorna Morton-Holland Jake Baldwin Ketan Amin Gill Fellows

& our Chair – Sandy Ross-Brown

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Action

1. This was a very emotional meeting as the PPG team had, in recent days, heard of the sad passing of Geoff, our Chair's beloved husband. It became the first ever meeting, in 11 years, that was not hosted by Sandy. We took time to reflect, to share our memories and to chat as to how we have and will continue to give support to Sandy.
2. Minutes of last meeting agreed. (This was the April meeting as the May meeting covered planning for the May Fair)
3. Our agenda today:
Thanks to Charles and the PPG team members in offering on-site support during the flu clinics
Update Caring for Carers
Practice update
Meet with ACP Dominic Cotton / share project ideas
4. LS thanked the team for their support – to be on site to assist the team during the Flu clinics. Charles had put together a rota. Last Saturday Leo and Charles were on site. Leo covered car park duty and reported that it was very busy so suggested that we should try to get car park assistant cover if possible. LS explained that not only were we running the flu clinics but also the Extended Access and East Elmbridge GP Plus Services clinics too which is making it a very busy car park. All help – be it liaising with patients, sharing the PPG information, etc. – is much appreciated by the practice.
5. We spoke of the successful Caring for Carers project and the work done so far. We would love to arrange coffee mornings for Carers and this is something we are to look into in the future. Sandy and Charles have visited the Princess Alice coffee morning / looked at how to host, etc.
6. LS gave practice update on services, staffing – new clinical team members, Dr Laura Adam and ACP Dominic Cotton – and how the practice continues to have an excellent reputation and attracts new patients on a weekly basis, bringing our patient population to 13,500. The practice has always confirmed that, as we recruit more patients, we will expand our clinical and administration teams.
7. Dominic joined the meeting and was introduced to the team. Dominic explained the role of an Advanced Nurse Practitioner and how his training, knowledge and expertise can be used within a thriving practice. We discussed the triage process / patients booked with ACP. We looked at the importance of exercise and Dominic spoke of his recent meeting with the Elmbridge Exercise team and how there is so much activity options available to our patients.

<https://secure.refer-all.net/referrals/PlacesLeisure>

<p>The Practice can refer to the Leisure Complex or a patient can self refer. Their services offer:</p> <p>Be Your Best - Families with Overweight Children: https://www.bybsurrey.org/about-be-your-best</p> <p>Elmbridge Wellbeing Walks: https://www.elmbridge.gov.uk/sports-and-health/physical-activity/wellbeing-walks</p> <p>Elmbridge 1k Walk or Wheel (for those with limited mobility/health needs): https://www.elmbridge.gov.uk/sports-and-health/physical-activity/wellbeing-walks/all-inclusive-1km-walk-or-wheel</p>	
<p>8. We discussed creating a Walks team, headed by the PPG – to promote to our patients, create a regular Walking group. Charles said he already does some walks and would be happy to lead on this. Dominic and Charles to discuss further.</p>	<p>CH-B DC</p>
<p>9. We then looked at how we would promote this and any other events. As our website is now very limited as to what we can add, we will look at a regular newsletter that includes this type of information and patients can contact the surgery for more detail – we could create an information page that is then sent on the practice AccuRx text message service – the information can be attached. To discuss with MG (and DC re distribution)</p>	<p>MG LS DC</p>
<p>10. Dominic also spoke of the prostate project he is currently undertaking for the practice. Dominic and Charles will liaise on this.</p>	<p>DC</p>
<p>11. We wish to host another Patient Educational Event and discussed speciality options, when to hold the event. We considered ‘minor ailments’ ‘urology’ ‘diabetes’ ‘respiratory’ ‘exercise’. We may go with ‘exercise’ as we already have good contacts and information. Suggested timing: March 2025</p>	<p>All</p>
<p>12. Dr O’Brien and Lynn let the team know of their attendance, earlier this year, at Surrey Heartlands GP Toolkit Workshops and how, during the workshops, it became clear that the Esher Green PPG was so well established and run – when compared to other practice workshop attendees. We reported to Surrey Heartlands how the PPG was created, how it continued to hold meetings/bring the team together during the Pandemic (where many practices did not), of all the projects and work undertaken, the excellent relationship between the practice and the PPG team, how our Chair, Sandy, has done an amazing job and continues to do so. This then led, more recently, to Surrey Heartlands asking for a meeting with Sandy and LS so they could get an understanding of how the EGS PPG is so successful and they asked if we would be willing to share with other practices. In the event, Sandy and LS had a 1.5 hour meeting with the Surrey Heartlands link – where Sandy covered every base and I am attaching a copy of the bullet point document we sent to SH ahead of the meeting. Sandy has also had contact from NHS Englandso our team work has filtered through. A big thank you to all team members from the practice.</p>	
<p>13. The team agreed that Wednesday evening at 6 p.m. is generally a good time for a meeting (sorry Sue). The next meeting will be on Zoom – we did not agree a date at the meeting but shall we suggest: Wednesday 20th November</p>	<p>All</p>

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

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.