

Minutes of Meeting 20th February 2024 (via Zoom)

Those attending: Sandy Ross-Brown Anna Larking Paul Haskell Mike Garrett Max Nicholson Jake Baldwin Charles Hawkshaw-Burn Colin Campbell Rosie Charlton Leo Andrelos Jane & Kevin King Lynn Siveyer	
Apologies: Tony Curry Gill Fellows Susan Heightman Amar Bhogal Diane Parkinson Anna Larking Richard Flattau Lucy Schliebach Jessica Hallsworth Mary Andrelos Anna Gray Vanessa Evans Lorna Morton-Holland	
Homepage - Esher Green Surgery	Action
<ol style="list-style-type: none"> 1. Sandy welcomed the team to the meeting and thanks for attendance. 2. Sandy gave apologies for those unable to attend. 3. Minutes of the December '23 meeting were agreed by all. 4. Reported on the sub-committee meeting that was held recently – to look how we move forward this year, make plans, look at what we want to achieve. Meeting was kindly hosted at Charles' home where his good friend joined the meeting who is a carer and was able to give good insight to the challenges and expectations and names of carer charities he is aware of/uses. Discussed how important it is for the carer to have somebody to talk to. Look at co-ordinating carers coffee mornings. For these events to be for both carers and the person being cared for. Planning for the May Fair. 5. To bring together these plans we need a Charity Liaison Officer – to liaise with the various carer services, gather information, website links, etc. To then pass the information to our Marketing and Publishing team – Mike and Sue. Kevin offered to act as Liaison with the support of all the team who can pass on ideas/provide details. 6. Plan to bring this project together in time for use at the May Fair (or before) and perhaps choose a date for a coffee morning so flyers can be distributed at that time. 7. Use the Caring for Carers strap line as the theme of our May Fair stall (18.5). Consider signage, provider leaflets, etc. 8. Would be good to have an Events Co-ordinator – to help with May Fayre planning / coffee morning date(s). 9. Sandy has liaised with Esher College and we will soon have a new PPG member from the college. There is much enthusiasm from the students and Sandy has been asked to give a talk to tell of our PPG, our aims and achievements so far. Continues contact with N.A.P.P National Association for Patient Participation – Welcome to the National Association for Patient Participation (napp.org.uk) 10. Surgery update: every effort is being made increase number of appointments/increase room use. NHS App and it's capabilities – all the team to be aware of access/uses AccuRx / Digital triage successes / sharing 'how to' with patients - high satisfaction rating through Friends & Family QoF – how the practice continues to work on the Quality of Framework Advanced Nurse Practitioner, Lucy Jensen, joined the clinical team in January 	

<p>Clinical Pharmacist – Rahima, joined the team this week</p> <p>How NHS 111 service has access to some EGS appointments</p> <p>New phone system being introduced – likely end March – has call back facility</p> <p>Junior Doctors – we host the doctors on a four month rotation basis.</p> <p>They will take part in the industrial action scheduled for next week. This does have an effect on GP practices – in reducing the number of appointments we will have available at that time.</p> <p>The practice Google reviews are providing excellent feedback. This link may work for you:</p> <p>https://search.google.com/local/writereview?placeid=ChIJM2c9eM4KdkgRx9CogjgzGDY</p> <p>11. Many patients, having submitted their appointment request form, are offered appointments but do not respond to a message sent by the Doctor offering an appointment. When chased, many are surprised to have been offered an appointment on the day. Paul suggested, that if we could, perhaps the form response could read ‘ keep your phone nearby as you may be contacted with appointment details to which you should respond’. The practice will look at this.</p> <p>12. All agreed Wednesday evenings would be fine for future meeting dates.</p> <p>13. We will meet at the practice on 13th March – so we can meet face to face rather than on Zoom and so we can share viewing the AccuRx/Digital pathway on the comms screen and look at the NHS App together. And we will discuss May Fair ideas, encompassing special memories of Barry, Monique and Margaret. With full PPG meeting planned for 10th April.</p>	
<p>THANK YOU EVERYONE FOR BEING AN AMAZING EGS PPG MEMBER</p>	