

Minutes of Meeting 28th November 2023 (via Zoom)

Those attending: Sandy Ross-Brown Anna Larking Paul Haskell Mike Garrett Richard Flattau Jake Baldwin Charles Hawkshaw-Burn Lucy Schliebach Leo Andrelos Jane & Kevin King Lynn Siveyer	
Apologies: Tony Curry Gill Fellows Susan Heightman Amar Bhogal Diane Parkinson Max Nicholson Jessica Hallsworth Colin Campbell Lorna Morton-Holland Rosie Charlton Mary Andrelos Anna Gray Vanessa Evans	
Homepage - Esher Green Surgery	Action
1. Sandy introduced the meeting and we offer a huge welcome to our new PPG members – Leo and Karen & Kevin. Also to the new members unable to join this evening – Colin, Rosie, Lorna, Mary & Jessica. Thank you so much for joining the team. 2. Sandy gave apologies for those unable to attend. 3. Minutes of the September meeting were agreed by all. 4. We had a moment of fond remembrance of our wonderful team members – Monique and Barry - who passed this year. And Sandy shared some beautiful words about Margaret, who passed very recently. Her funeral is this Friday. Our thoughts are Margaret's family. 5. Thanks to Anna, Charles and Sandy for being on site to speak with patients during the recent flu clinic Saturday morning. Excellent feedback from patients, ease of system appreciated. 6. General feedback on the move to digital triage is positive. Team members gave examples of recent ease of use/practice response. Lucy S mentioned not such good experience feedback from a patient attending for Dermatology reasons. This is useful feedback and Lynn S explained to the team the likely pathway of the patient – that the practice hosts final year Doctors. Junior Doctors who have a four month rotation with the practice to provide General Practice experience. Each Junior Doctor has a EGS GP Supervisor. So, in the case mentioned, it is likely the Junior Doctor wished to liaise with their Supervisor which, in this case, was later in the day – prior to responding in more detail to the patient. 7. Sandy reported that a highlighted area, from talking with patients, is that few were aware of the PPG and what it was. Perhaps it would be a good idea to have a group photograph of the team for display. Mike suggested using promotion materials, with a strap line, i.e. Caring for Carers, would put the PPG forward to the patient population. We discussed with Kevin the focus and mission of the PPG. We need to spread this message. 8. Sandy reported liaising with Esher College in recent weeks – they are very keen to work with us on future projects, particularly around considerations of a workshop around 'preventing young suicides'. This is something for us to pursue. Kevin offered his experience working for The Samaritans, to be involved with this process and attend preparation meetings. Readily accepted by Sandy. 9. The PPG newsletter – now has a strong base to work from. We continue to add updated information in readiness for completion and circulation early in the New Year. It will be sent via text to EGS adult patients. Mike will continue to develop this and we will liaise with Jake re the IT around messaging out to patients. Team gave ideas to include – i.e. vaccination	SRB/KK

opportunities for patients, i.e. Shingles / Pneumococcal eligibility. We will include a link to availability and eligibility in the newsletter across all vaccines, i.e. Get a shingles vaccination - Esher Green Surgery Vaccinations for babies and children - Esher Green Surgery 10. Charles attended the NAPP National Association for Patient Participation – Welcome to the National Association for Patient Participation (napp.org.uk) AGM on behalf of the PPG. Interesting to hear of other PPGs projects – some of which were reported at the meeting were large projects, beyond our PPG/locality needs. Reported that there are 502 practices currently registered, more applied. NAPP do offer awards to practices for projects undertaken. Useful to attend the meeting, to take away a few ideas/bring to EGS. 11. Productive and enthusiastic discussions about the Caring for Carers project for 2024. Sandy has done some investigation on data which shows, in East Elmbridge, that 10% of the population care unpaid carers, equivalent to 12,000 residents. A surprising figure. Surveys show that one of the main areas where carers ask for more support is in ‘contact’ – having someone to talk with. We feel that to combine a coffee morning of service providers and patients/carers would be perfect for our first step towards the Caring for Carers project. We can find a space to invite providers of services to have a stall to show the amazing services available to carers in our area and invite patient carers – or anyone interested to hear more. Anna suggested that perhaps the college space would suit, during the holiday period. We could bring young people into helping at the event. As a starting point we would like one or two PPG members to summarise the list that Sandy already has, find contact details, contact the service to ask if they would like to join our event. Plan for Spring time event. Consider site options. Team members who can help on this – please let Sandy know and we can start work on it. Charles advised of similar group meetings that he attended at Princess Alice Hospice, which proved very beneficial to the patient, their carers and the clinical care staff. SRB will arrange to meet with PAH around this. 12. Lynn gave some practice updates around the successful move to digital triage, staff joining / returning in January / of the excellent FCP service and positive feedback received / that the locality cardiology service will be missed and updates on any developments will be shared. Dr Evans will join one of our PPG meetings in the New Year 13. Lynn thanked the amazing PPG team members for all their support and special thanks to Sandy for leading us all in the right direction during what has been a particularly personally challenging year many team members. We look forward to how the PPG will develop in 2024.		MG/SRB /LS ALL SRB
February	Issue Newsletter	
20 th February	PPG meeting	
Early April	Caring for Carers coffee morning	
Spring time?	Plan an educational evening – Diabetes?	
May Fair date tbc	We will book a stall at the Fair and plan the best use	
MERRY CHRISTMAS AND A HAPPY & HEALTHY NEW YEAR		