

Minutes of Meeting (Zoom) 2nd February 2021

Those attending: Sandy Ross-Brown Ketan Amin Barry Duplock Coleen K-B	
Margaret Phelps Mike Garrett Richard Flatau Monique Doherty Vanessa Evans Lynn Siveyer	
Apologies: Paul Haskell David Dexter Jane Dexter Anna Gunst Amar Bhogal	
	Action
<ol style="list-style-type: none"> 1. It was so good to be connected via Zoom for our first meeting of 2021. We had a very positive and energetic meeting, lots of enthusiasm and excitement at moving forward with our PPG plans for the year. 2. SR-B welcomed all members, apologies given, last minutes agreed by all. 3. SR-B reported there had been no recent Surrey Heartlands PPG Chairs meetings, she had, however, attended the NAPP Forum. (National Association of Patient Participation). They have a new website which is very informative, worth visiting www.napp.org.uk. If any team members wish to join SR-B on any of these meetings, you are very welcome 4. Update from the practice: lots of work focusing on the vaccine programme being delivered in East Elmbridge as part of the network of practices, keeping patients informed about the vaccine programme, booking appointments for appropriate groups. Practice is busy, patient appointments are telephone consultations in the first instance and clinician will ask patient into the practice if it is necessary for examination, needs to be seen face to face. Blood tests, immunisations, ECGs, wound dressing, etc. continue as normal. We continue to take new registrations. Practice has a new INSTAGRAM page 'Eshergreensurgery' – full of information, links, signposting. Any ideas for the Instagram welcome – please let Lynn know. SR-B asked if Dr O'Brien might join a future meeting to give more info. to the team. 5. Richard reported he had had his vaccine last week and it was a quick, friendly, caring service. He noted that on-line appointments are available in the EGS booking system. Now we have a message on the booking service to explain the timing of the telephone consult – i.e. a 2 / 3 hour window, we are able to put more appointments on line. 6. We are trying to expand and increase the profile of our PPG. We feel it would be good to appoint leads within our group, use the skills of team members. Paul will take an Analysis lead – create spreadsheet to record members, skills, etc. Will provide analysis on future events, feedback, etc. which will be very useful. We are so pleased that we now have a PPG Newsletter; this will help bring a fresh face to our PPG and is a way of reaching out to our patient population with lots of information / let our patients know we are there. A huge thank you to Mike for taking the role of designing and creating such an informative newsletter. Sandy had distributed the newsletter to the PPG prior to the meeting, excellent feedback. Ideas please from the team for forthcoming newsletters. We spoke about including information around health issues/symptoms. This is something we can all be involved in. 	

7. MG spoke of the plan to have a fresh approach through a newsletter, make it conversational, not technical, warm messaging to the EGS patients. Perhaps run quarterly. Grateful for feedback, welcome new ideas, input. Next issue may contain an interview with a clinical team member or admin. staff member. PPG logo has had a strap line 'caring for your care'. The final draft was circulated to the PPG team members for their feedback prior to distribution. We will now place the newsletter on our website, printed copies in the practice, and likely to be distributed through a text message linking to the newsletter. SR-B said her neighbours would be interested in receiving a copy. We can have copies available for non EGS patients. Perhaps some copies in local pharmacy. (though consider handling of paper at this time)
8. Consider a 'Charity of the Year' to promote through the PPG Initial thoughts are to highlight the Charity group CHEER would be good this year. Based in Thames Ditton they are a befriending charity. Amongst other things, visiting those who are housebound, lonely, help with filling in forms, etc.
9. We would like to recruit more PPG members. SR-B had spoken with other PPGs around recruiting new team members about how they try to recruit. Consider paragraph in next newsletter re, for example, 'team is looking for someone who could help with IT, graphics'
10. We will start a EGS PPG WhatsApp group. If anyone does not wish to be included, let SR-B know
11. Discussed possibilities of on-line health educational event, for further discussion.
12. All our team members are so enthusiastic to move our PPG forward positively and actively and look forward to the next meeting which is planned for Tuesday 2nd March. SR-B to send invite. Thanks to everyone.