

Minutes of the Patient Participation Group Meeting

held on Wednesday 16th April 2025 at 2pm,

at Emsworth Medical Centre

Present: **Jim Strudwick** (Chairman)
 Janet Barradell
 Mary Cliffe
 Brian Devlin
 Karen Hewitt
 Jennie Kidd (Secretary)
 Dr Hannah Morgan (left at 3.06pm)
 Joan Marsh (Joint Vice Chairman)
 Sally Prior
 Annie Strudwick
 Mandy Yorke (Treasurer)

Apologies: **Jane Pickering** (Joint Vice Chairman)
 Dbee Robinson

TOPIC	DISCUSSION AND CONCLUSIONS	ACTION
Minutes of the Last Meeting	The Minutes were agreed and adopted.	
Matters Arising	None.	
eConsult Data Update	<p>Brian gave a very interesting presentation and has provided this resumé for the Minutes:</p> <ol style="list-style-type: none">1. The introduction of eConsult Lite has placed additional workloads on the phone answering capacity of the Surgery:<ol style="list-style-type: none">a. Phone answering capacity has reduced from around 6,000/month in November 2024 to around 4,500 on March this yearb. The surgery is getting more efficient in logging eConsult Lite on behalf of patients, with fewer missed calls in March for each eConsult Lite entered into the system2. The greatest burden on the call answering team for eConsult Lite requests occurs between 8am and 9am,	

	<p>with almost 65% of eConsult Lites entered in this opening hour</p> <ol style="list-style-type: none"> a. Despite a limit on the number of eConsults the surgery can handle on any given day, the data suggests that there is no need to restrict the 'opening' times eConsult remains live on the site b. It is recommended the surgery tests (silently) keeping eConsult "open" all hours and changes the messaging on the website to state that eConsults completed after 13:00 on any given day might not get a response in the current stated timeframe of 2 days. <p>3. The data suggests the current rate of daily eConsult Lites might not change as it is dominated by the 70+ age group, which had consistently been around 43% of all eConsults since it was introduced in December 2024</p> <ol style="list-style-type: none"> a. Focusing on age groups under 70 to educate them on the benefits of the eConsult process could result in this group adopting the system more readily, and reduce the number of eConsults surgery staff need to complete <p>Jim thanked Brian very much for all his hard work producing the data.</p>	
Finance	<ul style="list-style-type: none"> • C/A £1077.60 which includes the last two bank charges of £4.25 each. As the Practice has agreed to pay these charges until the new bank account is set up Sally will arrange for the reimbursement of £12.75 (3 months' charges) to the PPG account. • She asked if the committee were still interested in contributing to an eVac chair. These cost approximately £700. The committee agreed to give £100. • Hannah and Mandy will meet next week to set up the new bank account. 	<p>SP</p> <p>HM/MY</p>
Staff Update	One Care Coordinator has left and is being replaced by a new one who will start in May. An advert for a new Diabetes Nurse has not yet had any response.	
Lunch Club	The next lunch will be on 14 th May.	
Defibrillators	Gavin, King's Arms, had contacted Karen with a query about the maintenance of their AED, which then raised the question of who is responsible for these machines. The committee agreed that it should be up the owner to do so. Karen will check this. Brian said that if they are registered with the British Heart Foundation they should be able to do remote checks.	KH

	<p>Janet said replacement pads cost £70 each, and Sally added that the Practice AED needs a new battery; this will cost £300.</p> <p>The Sussex Brewery is still hoping to purchase a defibrillator and asking for donations in the pub.</p>	
Art Sales	No more sales since January. Dbee sent a message to say that once the Art Trail has finished she will have more time to update the artwork in the Practice.	
Health Talk	<ul style="list-style-type: none"> • The Sailing Club is allowing us 55 seats, and 45 for Club members. Mandy will print numbered tickets to hand out at the door for non-Club members. Brian said he will ask SCC that their members collect tickets the day before. If these have not been collected before the talk they could then be used for anyone else wishing to attend. • At the last meeting Mandy said she had put together a few questions to use as a possible brief questionnaire for attendees. She would like Sally to confirm what questions to ask. When agreed Mandy will finalise and then Sally to print approx. 70 copies. Questionnaires will be put on seats, pencils provided. • All to be at the Club at 6pm to set up the chairs, refreshments and tombola. • Both Janet and Karen said one or two of their posters had been taken down. 	<p>MY</p> <p>SP/MY</p> <p>ALL</p>
Westbourne Surgery	<p>Following the two meetings in the Community Centre, Kate had thanked Jim and Brian for their important input. At both meetings patients had expressed a wish for one to be held at Westbourne, and Kate said that Dr Chinwala would be attending the Annual Parish Assembly meeting next Wednesday, 23rd April.</p> <p>In her email to Jim she said there were some interesting points raised:</p> <ul style="list-style-type: none"> • The Practice telephone message is confusing to many patients so needs to be reviewed to make it simpler to understand. • A letter could be sent out to patients, whether all, or Westbourne patients, or selected as elderly, isolated, housebound or vulnerable, to encourage them to contact the Practice as necessary and explain ways they can do this. • There are not enough disabled parking spaces at the Emsworth surgery, and these are quite difficult to access. Approach needs to be made to Havant Borough Council via Lulu Bowerman and the West Sussex Councillor to possibly help with providing additional spaces in the adjacent car park with walk-through access. 	

<p>Any Other Business</p>	<ul style="list-style-type: none"> • Mary put forward a suggestion that we hold an 'extra' talk, on the lines of the Health Fair, to show how the Practice runs; perhaps an afternoon meeting in the Community Centre, with 'stations' for various subjects such as pharmacy, eConsult and the appointment system, physiotherapy and so on. Hannah said it would be a good idea to combine with Hayling and run as part of the PCN. • The Covid clinics had gone well, with over 1200 on the first Saturday. There was a lower uptake on the second Saturday. • Mary said several patients tell her their prescription issues are not correct, or they cannot get them. <p>The meeting closed at 3.40pm.</p>	
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The date of the next meeting is 21st May

**Future meetings: 18th June,
17th September
15th October and
19th November**