

Minutes of the Patient Participation Group Meeting

held on Wednesday, 21st May 2025 at 2pm

at Emsworth Medical Centre

Present: **Jim Strudwick** (Chairman)
 Janet Barradell
 Mary Cliffe
 Brian Devlin
 Karen Hewitt
 Jennie Kidd (Secretary)
 Joan Marsh (Joint Vice Chairman)
 Jane Pickering (Joint Vice Chairman)
 Sally Prior
 Annie Strudwick
 Mandy Yorkie

Apologies: **Dr Hannah Morgan**

TOPIC	DISCUSSION AND CONCLUSIONS	ACTION
Minutes of the last meeting	The Minutes were agreed and adopted.	
Matters arising	<ul style="list-style-type: none">• Mary asked what e-Consult 'Lite' means. Brian explained that it used when a patient is unable to complete an e-Consult online and telephones the surgery, a receptionist will complete the form for them whilst on the phone. However, there is much less information taken during these phone calls than online and therefore more difficult to triage.• The need for additional disabled parking spaces was raised. Sally said that Hayling have designated free of charge spaces outlined in red in the nearby car park. She asked if the PPG would approach HBC to ask if they would make a few spaces available for disabled users in the adjacent car park, ideally with a walk-through gap for wheelchair users. Meanwhile the Men Shed will raise the current 'disabled parking' sign so that they can more easily be seen. Sally is also making enquiries to have disabled parking signs painted on the ground where the spaces currently are.	PPG Letter

	<ul style="list-style-type: none"> Annie said there is still a pressing need for a handrail alongside the path. All the committee agreed and asked if the Men Shed could be approached to do this. However Sally said that NHS Property Services, who own the building, had already said they didn't see a need for a handrail, and any such work carried out would have to be approved by them. 	
Finance	<ul style="list-style-type: none"> C/A £1090.35 and the float has £151.89. The April Health Talk raised £16.60. Mandy asked if she should transfer some of the float money to the Current Account. Jane asked about the eVac chair to which the committee had agreed to contribute £100, and could we not increase this amount as the money is just sitting in the account? A vote was taken and the amount increased to £200. Mary had said she would rather some of the money was used to install a handrail, and Annie asked if the Men Shed could at least have a look. Mandy and Hannah met regarding the change of bank account to Santander but this would require every committee member to be an account holder, not simply the signatories and so no further action was taken. Mandy made further investigations and found a Virgin Money Clubs and Societies account: this would need proof of residency of 3+ years for account holders, the requirements include a copy the Constitution and proof of authority to open the account in the form of evidence of approval to proceed in the minutes of this meeting. The meeting agreed for this application to proceed. Mandy suggested Jim and herself as signatories which was agreed. She will investigate other account possibilities if this one does not suit our needs upon further investigation. 	MY
Staff Update	<p>Lianna Bonner, a new Care Coordinator, has joined the Practice; she has come from the Swan Practice in Petersfield. There is a new Receptionist, Lauren Kenneth. Dr Tang is now back from maternity leave. Dr George decided to remain with the Practice after completing his training. He is now a salaried GP and has his own patient list. To create this new list patients have been moved from other GPs, patients being informed by text message. However, Sally said if a patient does not want to change their doctor they can request to move back, also adding that if patients have not heard of a change by now, then they are not being moved.</p>	
Lunch Club	There were seven at the May Lunch Club, which Mandy said was 'rather riotous'. The next one will be on 11 th June.	

	She still needs to go to the Community Centre coffee morning and hopes to do so very soon.	
Art Sales	No art sales since January. Jim asked if less footfall in the surgery might have affected the sales; it was thought not.	
Defibrillators	Karen said that all the defibrillators are working well. She still needs to check with all owners that they are aware of their responsibilities for their machines, and their upkeep.	KH
Report on Health Talk	Everyone agreed that the talk on Prostate problems had been a great success and James Hicks was an excellent choice of speaker. He had expressed an interest in visiting Emsworth Medical Practice and Sally said they hold regular 'Lessons at Lunch' for the GPs in their lunch break, something which he could be invited to and talk about his work.	
Ideas for future Health Talks, also eConsult tutorials	<ul style="list-style-type: none"> • Mary proposed Mental Health, and everyone agreed that it would be a very worthwhile subject. Sally suggested the talk could be more around the 'welfare of those suffering with mental health', recognising signs and symptoms, and providing people with tools to help others. She is a trained Mental Health First Aider and the Practice uses MIND so could help organise a speaker. • Brian gave a further update on e-Consult: <ol style="list-style-type: none"> 1. April's eConsult trend has essentially mirrored the last few months' results. 2. One key difference: the eConsult Lite volume dropped slightly, primarily driven by phone answering capacity at the surgery falling significantly due to Easter Holidays driving up personal annual leave in this period with no additional cover to handle normal call volumes. 3. An additional impact of these circumstances resulted in a significant increase in missed calls, almost 20%. 4. The data also suggests that extending the availability of eConsult services on the website beyond 12pm holds minimum risk for GP triage capacity. The surgery is trialing extending the timeframe to 2pm, and we will look closely at the impact. 5. It's clear eConsult Lite volumes are both choking the telephone answering capacity of the surgery, AND are dominated the 65+ age groups, with little indication of this changing. 6. Consequently, in order to drive down the volume of eConsult Lite entries, it is recommended we target the 65+ age groups with Training & Education initiatives to help them become more comfortable completing the eConsult form online. 	SP

	<p>7. Jim had some great ideas to leverage “community get-togethers” that already occur, in order that the PPG can engage in the Training and Education to target the ageing community.</p> <p>8. Brian will generate a “How-To” guide to illustrate how to navigate the eConsult questions online, that we can review at the next meeting.</p> <ul style="list-style-type: none"> • Jim thanked Brian for all his hard work. 	BD
Westbourne Surgery	With regard to the above e-Consult item, a suggestion was made that Westbourne patients might appreciate one of these tutorials being held at their Parish Hall.	
Any other business	<p>Sally had received an email from Ann Gains, a former Home Economist and Food Writer, who has lived in Emsworth for 24 years, volunteered at Rowans Hospice and supported fund-raising in the community for most of that time. She is interested in the work of PPGs and possibly becoming a member of the committee. Jim knows her very well as she has been part of his 'theatrical' life for a long while. He will invite her to the next meeting.</p> <p>The meeting ended at 3.25.</p>	JS

The date of the next meeting: 18th June

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