**PATIENT PARTICIPATION GROUP (PPG) - EAST SHORE PARTNERSHIP**

**ANNUAL GENERAL MEETING HELD ON WEDNESDAY 18TH October 2023**

***These notes are a summary of meeting content.***

**ATTENDANCE**

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| **PPG members:**  Roger Batterbury (vice chair)  Edward Batterbury  Sandra Roberts (secretary)  Sue Buchanon  Apologies:  Avril Adams (chair)  Pat Burton  Rod Hinks  Sally Kendrick (communications) | **East Shore Partnership:**  Dr Matthew Crisp (GP partner)  Dr Linda Collie (GP partner)  Dee Ferrett (Business manager)  Jamie Mason (Operations manager)  Apologies:  Shannon Heard – Digital Transformation officer | **Guest Exhibitors:**  Asthma and Lung UK |

The meeting commenced with a welcome and introductions by Roger Batterbury, the vice chair of the PPG.

Those present were asked to complete a register with contact details for the purpose of the PPG contacting the patient if needed, and also for fire safety reasons should there be an alarm.

It was explained that any questions could be written on a post-it note and placed on the display board or if preferred be asked of any PPG member verbally at the meeting close.

The new patient information leaflet has been given to all present and health and care pamphlets are also available.

**ROLE OF A PPG**

Using a Powerpoint presentation, an explanation was given of the role of the Patient Participation Group (PPG):

***WHAT IS A PPG AND WHAT DO WE DO?***

* Put simply - A group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to help improve the service. We provide a means for patients to become more involved and make suggestions about healthcare services they receive and to contribute to surgery action plans and help monitor improvements. To support health awareness and patient education.
* All PPG members are volunteers who do not get paid, or work for the partnership.
* PPG members meet with GP partners and other partnership staff on a regular basis to discuss the services on offer, and how improvements can be made for the benefit of patients and the practice.

***BACKGROUND***

* The NHS states that every general practice should have a PPG acting as a link with the people it serves and as a ‘critical friend’. Roles might include advising on the quality and responsiveness of services, carrying out research and supporting self-care.
* The aim of the PPG is to make sure the GP practice puts the patient, and improving health, at the heart of everything it does.

***EAST SHORE PARTNERSHIP PPG***

* The East Shore Partnership Patient Participation Group’s last AGM was held in 2019…. and then of course along came Covid which, as with everything else in society, derailed us and our plans. Our Group kept in touch and I am happy to report we only lost two members, both of whom moved out of the area. All our meetings and contacts were of course virtual!
* Since lockdown rules were relaxed, we have been meeting every two months to discuss numerous issues.
* Going forward, we would like to encourage more members to join our Group and work even closer to the ESP team.

***THE PPG AIMS FOR 2023/24***

* All our activities and aims are with the intention of keeping patients well informed about the services offered by East Shore Partnership, not just those patients with access to IT systems.
* To continue with participation in various projects with the partnership including: reviewing patient information leaflets. use of waiting room screens and noticeboards. overhaul of the East Shore Partnership web site
* The PPG will always welcome new members. Anyone who is a patient of the East Shore Partnership is eligible. The PPG can be contacted via the surgeries – application forms are always available or by speaking with a PPG member.

**PATIENTS QUESTIONS**

Questions were invited from the audience and were answered by the team from ESP. The questions written on post-it notes were also read out and answered at the meeting.

The questions are listed on the attachment to these summary notes.

The chair of the PPG thanked everyone for attending despite the atrocious weather. Thanks were also given to Asthma and Lung UK for attending with their display stand. In additions thanks were given to Liz for serving refreshments and to the volunteers from St Cuthberts church who set out the room and provided the audiovisual equipment.

The meeting was formally closed at 1930 hours.