

**EAST SHORE PARTNERSHIP**  
**PATIENT PARTICIPATION GROUP MEETING**

**Minutes of the Meeting Held on Tuesday 18<sup>th</sup> November 2025 at 1700 hours**

**1 Attendance**

**Present PPG**

Avril Adams- Baxter (AAB)  
Roger Batterbury (RB)  
Sue Buchanan (SB)  
Sandra Roberts (SR)  
David Stemp (DS)

**Present ESP**

Shannon (SH)  
Jamie Mason (JM)  
Dr Collie (DrC)

**Apologies PPG**

Trevor Lovatt (TL)

**Apologies ESP**

Dee Ferret (DF)

**1. Minutes Of The Previous Meeting**

*As the last meeting was held in May, no minutes were discussed at this meeting.*

**2. Recruitment**

SR held a recruitment session at one of the Flu vaccination sessions. A number of people showed an interest. The role description has been revised, and the recruitment process now includes an informal interview. If suitable, the applicant will be invited to attend a PPG meeting with a follow up with two executive members. SR and RB are holding an informal interview next week. *(subsequent to this the candidate has been invited to attend the February meeting).*

Minor adjustments have been made to the PPG page on the ESP website. Expression of interest forms and role description are available on the PPG notice board. Role description has already been promulgated to PPG members.

**3. AGM**

It was agreed that an AGM should be held in July. Date to be confirmed by ESP then St Cuthberts will be approached to host again. **ACTION: ESP**

**4. ESP Report**

This was sent out to PPG members pre this meeting and discussed. In future the report will be available on the screen as well as being sent to PPG members.

The report was discussed and a number of questions raised.

4.1 Exit interviews are held but staff are not obliged to attend. ESP will not say how many are held / refused.

4.2 During the lunchtime closure JM is working with the reception team on processes.

4.3 In house HR support is available and external HR input if required.

4.4 The care navigation tool was discussed and will be an agenda item at the next meeting. (February) and reported on at the AGM for increased patient awareness of its use.

4.4 In the last two months there have been @12 complaints.

4.5 Feedback comments from patients have been positive.

## **5. ESP Doctors**

Two GPs trainees are now in place. Also 2 FY2s (2<sup>nd</sup> year) on a 4 month rotation, who the duty doctor is responsible for. There are currently no medical students in place.

## **7. Healthwatch**

RB reported on Healthwatch activities which included patient concerns about lack of GP appointments, lack of NHS dentists and parking issues at QA hospital. RB asked that a Healthwatch summary remain on the PPG agenda.

## **8. PPG Executive**

Membership of the PPG executive will be voted on at the February meeting. Submit nominations via the secretary. **ACTION: PPG members**

## **9. Items From PPG members**

To enable ESP to prepare, it was requested that any questions for ESP be submitted in advance via the group secretary. This will allow ESP to answer in advance. Questions from members to be submitted in advance via group secretary to be forwarded to SH and DF, about 3 weeks in advance of the PPG meeting. Hopefully ESP will return answers to PPG secretary for distribution with the agenda. (NB: a system similar to that used at previous AGMs)

**Dates Of 2026 Meetings: February 17<sup>th</sup>, May 19<sup>th</sup>, August 18<sup>th</sup>, November tbn. AGM July tbn.**

**All held at 1700 hours**

***These minutes are in Draft form and will be approved at the February meeting***