



Marine Lake & Estuary Medical Practice

The Concourse, Grange Road, West Kirby,
Wirral CH48 4HZ
Telephone: 0151 625 9171

Patient Participation Group

Minutes - PPG 27th January 2023 - 4pm-5.30pm

Present

Charlie Taylor-Jones – Practice Business Manager

Iain McDonald

Catherine Waller

Leslie Isaacs

Charlotte Shaw – (Agreed to be Chair)

Kate Maitland

Apologies

Rev. Prof David Chester

Nichola Whitaker

Matters arising from previous meeting: First PPG Meeting

Introductions

All participants introduced themselves.

Charlie Taylor-Jones is a Practice Manager at Marine Lake and has been for the last 19 months. Was previously a patient here.

Iain McDonald a patient here for many years and interested in improving access and communication and continuity.

Catherine Waller interested in improving communication and service for young people, particularly sexual health and contraception services.

Leslie Isaacs ex-Practice Manager – interested in seeing what the Group will get involved in, would like access and communication to be better.

Charlotte Shaw – is interested in patient engagement and works for Your Voice so has good experience of working with healthcare organisations and patients.

Kate Maitland – is a nurse and wants to help the practice improve and bring a different perspective.

Everybody was happy with the Terms of Reference.

Discussions were had about:

- Improving patient access to the practice (telephones and Econsults, messaging)
- Improving communication and knowledge about the practice.
- The group would like to see a newsletter, a patient survey and information out in the community not just at the practice and on website and Facebook.
- It was agreed that the group would need to be involved in a patient survey and newsletter. It was agreed that this could be sent out either by email, text and paper copies available in the waiting room.
- The groups first actions will be to try and increase the membership of the group up to the maximum 20 allowed. It was agreed that we should try to encourage younger people to come. It was suggested contacting local sixth forms.

Charlotte Shaw agreed to be chair and Charlie will facilitate the group until they have more members able to help run the group and then Charlie will step back, although still attend.

Next meeting end of February – TBC

Please refer to the practice website for upcoming PPG meetings and events

[Patient Participation Group « Marine Lake Medical Practice
\(marinelakemedicalwirral.nhs.uk\)](http://marinelakemedicalwirral.nhs.uk)

Meeting Actions - PPG 27th January 2023 - 4pm-5.30pm

Action / Objective		Who will deliver this	What and by When
Patient Participation	To increase the membership of the PPG	Current PPG Members	Members to promote the PPG and encourage new sign up – Aim to invite interested parties to attend next meeting – End Feb 2023
Patient Participation	To promote the PPG to younger patients for member signup	Current PPG Members	Members to further consider how to attract younger patients to the PPG – Discussion Point and update at the next meeting. End Feb 2023
Communication	To look at producing a Patient Newsletter	Current PPG Members	Produce a Patient Newsletter to share information from the PPG and Health Practice – Design/Content to be discussed at the next meeting – End of Feb 2023