

Clarendon Lodge PPG Minutes including Annual General Meeting

Date:	21 January 2025
Time:	17.00-18.30 hours
Place:	Clarendon Lodge Medical Practice
Present:	Martin Blows (Chair), Robin Verso (Vice Chair), Sarah O'Malley, Bridget Winn, Peter Beard, Caroline Green, Carolyn Pickering, Jean Murphy, Amy Miller, Pauline Pears, Jean Murphy and Stephen Gallagher (Practice Manager) Also in Attendance: N/A
2. Apologies:	None

3. Minutes and Matters Arising from the last meeting

Discussion: The minutes of the meeting held on 17 December 2024 were accepted as accurate.

4. PPG AGM

Discussion: The Chair went through the Annual Report that had previously been circulated to members. The Annual Report was approved. Bridget noted the absence of the Younger Patient Voice Project and Martin agreed to add this to the report.
Election of Chair – Martin Blows re-elected
Election of Vice Chair – Robin Verso re-elected
AOB:

- Profile of email recipients to be updated as it has been some years since people first registered
- Annual PPG Group Membership fees for NAP Scheme have doubled this year from £40 to £80. The Practice pays this for the PPG and a discussion followed as to whether or not the fee represents value for money. It was noted that perceived inadequacies of the Scheme probably stem from a lack of trustees and it was agreed that membership of the Scheme would be reviewed at the next AGM.

5. Correspondence/Feedback

Discussion: There had been very little correspondence from patients since the last meeting.

6. Surgery News and Update

Discussion: Stephen updated the Meeting:

Actions in bold

- **Website**
Stephen confirmed that the Practice is still considering a new website although it is on the back burner for the moment due to other pressures. The current website provider has an updated version and this is being looked at by the Practice as it is important that the online forms work with a new website. It will take some time for this to be looked at. Members of the PPG made the point that the website is important for patients.
- **Telephone Message**
Stephen confirmed that a Demo has been set up and just requires a few minor tweaks before going live. **Martin will collate feedback from PPG members about the message into an email and send this to Stephen.**
- **Staffing**
CLMP is currently recruiting a receptionist and a salaried GP to cover maternity leave for Dr Sheehan

7. PPG Action Plan for 2025

<p>Discussion & Actions:</p> <p>Actions in bold</p>	<p>Pharmacy Review Carolyn and Robin are looking at reviews of hospital medication. Robin has finalised the Repeat Medication leaflet and this was circulated to members and give to Stephen. A discussion followed as to how this is best provided to patients and Stephen will look into this.</p> <p>Newsletter Circulation There are currently 1,081 recipients of the email but this represents only a small proportion of patients and needs to be increased</p> <p>Family and Friends Bridget updated the meeting and explained that there is a new way of processing the information meaning that graphs can be produced. Martin agreed that the new system can continue to operate alongside the old system so that both are used to reflect patient feedback. It was queried whether family and friends feedback is truly representative of the number of patients who see GPs and nurses each week. It was noted that several of the members of the PPG have never received a feedback form following appointments. Stephen will look into this as all patients should receive the FFT text following a face-to-face meeting.</p> <p>Patient Survey Martin updated the meeting but further work is required. Robin offered to seek example questionnaires form other PPG that have done patient surveys.</p> <p>PPG/PCN Group There was nothing further to report on the initiative to increase integration of PPG and PCN at a neighbourhood level for the benefit of patients. It was agreed that all health providers should be able to share patient information between the various organisations and it is hoped that the PCN will develop into an integrated neighbourhood team.</p>
<p>8. PPG Projects/Targets for 2025</p>	
<p>Discussion & Actions:</p> <p>Actions in bold</p>	<p>Ongoing work from 2024</p> <ul style="list-style-type: none"> • Repeat hospital medication • Pharmacy Project. Robin is keen to look at the issue of hospital medications and Sarah and Jean, Martin offered to support this work. • Friends and Family Cards • Patient Education • Annual Patient Survey There was a detailed discussion regarding the contents of the Survey and it was agreed that a survey should be carried out annually. It was agreed that the Survey will be done by Martin, Jean and Sarah. • Review of Rapid Health • Review of Pharmaceutical Waste • Carers – look into possible project on Carers. Robin has been in touch with a Shipston PPG who have undertaken a Carers project and they are willing to meet with a group and discuss their project. Robin, Carolyn, Amy and Caroline offered to attend with Robin. • What the Practice can offer – ensure patients know about free vaccinations and health care checks so that the Practice received fees from NHS • Health care checks • How to make life easier for the GPs
<p>9. Content Suggestions for February Newsletter</p>	
<p>Discussion & Actions:</p> <p>Actions in bold</p>	<ul style="list-style-type: none"> • Update on patient info re age ranges • Patient Survey • Hypertension Article • Family and Friends Monthly data • Annual Report
<p>10. Dates for next meetings</p>	
	<ul style="list-style-type: none"> • 4 March 2025

	<ul style="list-style-type: none">• 15 April 2025• 10 June 2025 <p>All meetings to take place 17.00-18.30 hours at CLMP</p>
11. Any Other Business – None	