

CLARENDON LODGE PPG MINUTES DECEMBER 15TH 2021 1 pm

Present :Martin Blows, Sandra Grafton, Gethin , Robin Verso, Ann James, John Pickering (for the first part of the meeting) Stephen Gallagher, Nicholas Renton, Marcia Davis, Heather Storr, Bridget Winn

Apologies: Maureen Hirsch, Dorrette Mc Auslan (retrospectively)

1. Introduction by Acting Chair

Martin explained that he was taking over the role of Chair from Michael who is currently undergoing medical treatment. He is likely to be unavailable for the next two months

2. Minutes and matters arising

It was agreed that the minutes of the last meeting were correct.

There were no matters arising

3. Report from Gethin on future PPG representation

Gethin spoke briefly to his report about the ending of the PPG which was part of the South Warwickshire Clinical Commissioning Group (SWCCG). And the formation of a new PPPG group called SWPE (South Warwickshire Patient Engagement). He felt that it was unclear exactly how the Patient Voice was to be heard. Gethin concluded that as a PPG we need not do anything at the moment but we need to watch, observe and keep informed about developments. In this way we should be able to see where we can be involved in the new structures. Not all members of the PPG had received Gethin's report. He will resend to Martin who will send it on to PPG members

4. Practice Managers Update (Stephen)

- Dr. Rothwell will be leaving at the end of January. One practice nurse will also be leaving.
- The Practice is looking to recruit 2 part time GPs to cover 12 sessions, plus 2 advanced nurse professionals and additional pharmacy resource.
- Due to the priority which must be given to the latest vaccination programme the Practice will be stepping down from some current services, for example monitoring of some long term conditions, medication reviews and the administration of steroid injections. At the moment it is envisaged that this will be for at least 3-4 weeks but it will depend on the covid situation (see next paragraph). The Practice is awaiting guidance from the BMA on this.
- Stephen shared the letter which the Practice will be sending to 80 % of patients ie those who can be reached by text on their phones. The text will give a link to the letter hosted on the website which will explain the situation and that as a result doctors and nurses will have less time available to see patients at the practice. The Practice requests that as far as possible patients should contact other professional providers such as pharmacists and physiotherapists . A chart is provided in the message for when it might be appropriate to do this. Attempts will be made to contact the remaining 20% of patients by email if possible.
- The arrangements are necessary because the Prime Minister has asked for all those over the age of 18 to receive their booster by the end of December. Until earlier in the week the timetable had been for these vaccinations to be done by the end of January 2022. Future vaccination programmes will depend on covid mutations and whether seasonal and covid vaccines can be combined. The current

programme is a tough one. Both vaccination centres will be operating 7 days a week for 12 hours a day every day except Christmas Day and Boxing Day staffed by members of the Practice. Over the PCN 22,000 people need to be vaccinated by the end of the year.

- Stephen showed the data evidencing how many people in each age group had received a booster. There was high compliance in the older age groups (over 90%) but much lower in the younger age group (18-30 approx 5%)
- Martin asked Stephen to add something about the PPG Newsletter. Stephen will put a sign up link to the newsletter (and website) at the end of the letter.
- Stephen appealed for volunteers to be marshals and potential volunteers should register via the website leamingtonvolunteers

5. Review of draft report on Patient views of surgery arrangements during lockdown

- Sandra, Bridget and Heather were thanked for their contributions in the compiling of the report.
- There was general agreement about the main findings: strong support for the Practice and arrangements made during lockdown; poor communication between Practice and patients; difficulties with using the website.
- Most patients were elderly with no one under the age of 50 responding to the survey. Martin asked Stephen how far the patient sample represented the age profile of Practice patients.
- It was interesting to see that there was support for video consultations from some patients (but a very small sample) Stephen pointed out that the Practice has capacity for video consulting and that it would be soon a contractual requirement for GPs to offer this. However GP's preferred face-2-face rather than a video conference.
- PPG asked if there was a budget whereby more people could be contacted by a physical Newsletter during the pandemic. Stephen said that it was likely that it would not be given but that they would be advised to look at the website.
- Feedback from CLMP staff on responses to the survey is expected.

It was agreed that the website is an area for future work by the PPG supporting Stephen who agreed that better templates for the site were likely to be available soon.

A summary of the survey will be written for inclusion in a future Newsletter/ website. It was suggested that perhaps we should wait until the responses from the GPs before posting it.

6. Proposal for possible PPG action (Bridget)

Bridget suggested that **prevention** of common ills become a focus for the PPG. This could be achieved through closer links with those providing a range of services at the Practice. One area eg foot or ear care, for example, could be targeted at a time. There was support from the majority of PPG members and whole hearted support from the Practice Manager. One member felt it was not conceptual enough and the focus should be on patients being made aware of the need to move away from a culture of dependency and see themselves in a new role in the NHS.

Martin proposed that PPG discussed the proposal in more detail at the next meeting.

Newsletter

Martin will try to get a Newsletter out before Christmas to include news about vaccinations.

He asked if anyone would like to volunteer to take over his role updating the notice board in the surgery.

7. AOB

Ann James wished to say that she has a member of the PPG since its inception and has thoroughly enjoyed her time there but feels that she would now like to retire. She has felt very supportive of the Practice and welcomed working with it. She is pleased that there is new blood now with the new members and this offered her an opportunity to resign. She was thanked for her support, contributions and work. We will miss her.

8. Next meeting: Wednesday 19th January 2022 at 1 pm on zoom. Joining details given in previous agenda