

Clarendon Lodge Patients Participation Group Meeting Held at CLMP Tuesday 5th December 2023

Present: Martin Blows (Chair); Dr Rebecca Alsop, Practice GP; Stephen Gallagher, Practice Manager; Bridget Winn; Gethin Williams; Michael Pearson; robin Verso; John Pickering; Heather Storr; Sarah O'Malley; Julie Taylor; Caroline Green

Welcome and introductions: Immediately prior to the meeting Martin arranged for the three people applying to join the PPG, Sarah O'Malley, Julie Taylor and Caroline Green to talk with existing members of the PPG. They were able to talk about their experience and hear about the PPG from members.

A further potential PPG member said that she would be unable to come to meetings due to carer responsibilities but would be keen to contribute to a carer project.

Apologies: Sandra Grafton

Nicholas Renton had not sent his apologies for his non-attendance at today's meeting. This is the third time. It was agreed that he should be asked, as per the constitution, to resign from the PPG.

New members and introductions: the three potential new members were introduced and were invited to talk about their background and experience. PPG members not at the pre-meeting similarly introduced themselves.

Minutes and Matters arising:

- The minutes of the previous meeting held October 24th were approved
- Martin attended the online NAPP AGM, as a result of which he felt it important that the minutes were carefully gone through to ensure that all matters arising were addressed.
- Dr Lawton had spoken to the PPG about the new PCN structure and it was felt that the PPG should ask him to return to discuss the role of the PPG in relation to the PCN. **Stephen will raise this with Dr Lawton.**
- At an earlier meeting Dr. Harper had raised with the PPG how the PPG might contribute ideas to his new dementia clinic but there had been no time in that meeting to explore this in depth. Rather than invite Dr Harper to a further meeting to discuss this it was suggested that **an email be sent to Dr Harper asking him to give details about what he would like from the PPG.**
- The best way of dealing with correspondence, principally about the website, was discussed. It seems likely that the problems patients are experiencing may be due to the bedding in the new Rapid Health system. This will need to be reviewed by patients in due course.
- There are concerns about patients' open access to their health records. The BMA and NHS England do not agree on how to take this forward. The BMA thinks that it does not comply with GDPR whereas NHS says it is a contractual obligation. This issue may have to be dealt with at a higher level. CLMP has risk assessed all its patients re vulnerability but does not know if this is common practice.

Family and Friends

As usual the feedback was overwhelmingly positive. It was decided to set up a small group to look at longer term trends. **A paper on this is to be circulated by Martin**

Correspondence/ feedback: there was some discussion about recent email correspondence to the chair and how this should be dealt with. **This will be discussed in future meetings.**

Surgery news and update

- a new receptionist, Simone Standing, is to start work on 25 hours a week basis
- the ST1 GP, Dr Sana Sarfraz leaves on December 6th. She will return to CLMP for her final 12 months. She is excellent and the surgery hope she will return.
- Rapid Health - there are some technical problems which are being addressed. Currently the system is being promoted just for new medical problems. GPs have found it very good and safe for new medical problems but there is not much information through the system for dealing with ongoing problems. The ongoing plan is to provide the facility for patients to book online for up to 80 hours ahead. Thus far Rapid Health is proving popular with patients and doctors and it is felt that it will free up some time in Reception as it is fully implemented as some queries can be dealt with online. However, there has been some confusion about using the 'admin' part of the system. **Martin is to write something in the Newsletter advising patients about how best to use particular aspects of Rapid Health.**
- **Rooming for doctors:** there are 2 days of the week when there are not enough rooms in the building for all GPs to have their own room. This means that doctors will not always be in the same room. The Practice is working on this problem. Martin pointed out that the result of this patient booking will not know if they will be seen on the ground floor or upstairs. He suggested some signage for this.
- There was a brief discussion on the prospect of a new building on the Covent Garden flat car park site. The Council are awaiting the results of a feasibility study.
- **Stephen explained that the Practice is overspending on prescribing over the Counter Medicines (OTCs).** The surgery will be contacting patients about this as lots of medicines can be bought more cheaply as an OTC than paying prescription charges. However, It is not a straightforward issue and people need to be aware of this situation and how they can support the NHS by using OTCs **Dr Alsop will send the booklet on OTCs to the PPG so that a newsletter article can be written explaining the problem. This could be a regular item in the newsletter**

PPG Action Plan for Reports 2023

- Aging health/ aging well: not much more to report at present
- Progress: covered under other agenda items
- Younger patient voice: a good start has been made but it is time consuming
- Newsletter circulation: not much change, however there are 1,052 patients who have signed up.
- Martin has started writing PPG screens for the TV display. PPG members are asked to write a very short piece (50 words max) introducing themselves. First names only to be used and no photographs to be used. This will also be used on the PPG section of the website. The possible use of QR codes on the TV screens for Newsletter sign ups was discussed

- Pharmacy review: this is about to start the 3rd phase which is to design a questionnaire to get the patient view. Hastings House has carried a survey .
Robin will send a copy of the Hastings House survey to the PPG

Action Plan for 2024

The intention of today's item was not to make decisions about 2024 action plan but to raise awareness of PPG members so that they can think about this before the next meeting. Possibly a whole session may be dedicated to this

Content suggestions for December Newsletter; covered under previous agenda items

Dates for future meetings.

- January 23rd which will include the AGM
- March 12th 2024
- May 7th 2024