

# Clarendon Lodge PPG Minutes

Date:	17 <sup>th</sup> September 2024
Time:	17.00-18.30 hours
Place:	Clarendon Lodge Medical Practice
Present:	Martin Blows (Chair), Robin Verso (Vice Chair), Sarah O'Malley, Heather Storr, Jean Murphy, Sarah Colley, Amy Miller, Stephen Gallagher (Practice Manager) Also in attendance: Dr Tom Harper (CLMP GP)
	Martin welcomed all the new members and everyone introduced themselves.
2. Apologies:	Bridget Winn, Peter Beard, Caroline Green, Carolyn Pickering, Pauline Pears

### 3. Minutes and Matters Arising from the last meeting

Discussion: The minutes of the meeting held on 6<sup>th</sup> August 2024 were accepted as accurate.

### 4. Correspondence/Feedback

Discussion: Correspondence from patients and the replies from the chair had been circulated prior to the meeting.

- Martin thanked Stephen for his prompt responses concerning any matters that he was unable to reply to.
- The comment from Kathie Johnson concerning people who felt isolated was noted.
- With regard to the comment received concerning the GP's proposed collective action. Martin thanked the practice for rethinking what action they should take after the last PPG meeting and the concerns raised. The practice had decided not to carry out duties that are not funded for example requests from secondary care that they should be done themselves, rather than impact on the number of patients being seen.

**Action Items: Martin to contact the relevant person concerning the Collective Action email.**

### 5. Feedback from SW Patient Engagement Group

Discussion:

- Robin advised that he represents CLMP PPG at the above. This covers 36 practices in South Warwickshire, 18 attend and only half of these are currently doing any proactive work.
- He advised that the ICB were currently undertaking a Primary Care Strategy with no patient engagement, however, one Practice Manager had given their patient's point of view. Stephen advised that there had been 3 GP workshops. The report was due soon.
- He advised that two other PPGs were currently carrying out projects. Bidford on Avon, Carers Champions, looking at ways to help Carers. It was noted that CLMP had a carers' day in the past with limited success.
- Abbey at Kenilworth carried out welfare checks on over 80s who hadn't had contact with the practice. This involved training members of the PPG. They picked up some people who had unmet needs.
- The next meeting was 18<sup>th</sup> September. On the Agenda was our Pharmacy report and patient input into CQC reviews.

**Action Items: Robin to obtain details on the Bidford project and advise Stephen concerning the patient input into CQC reviews.**

### 6. Surgery News and Updates

Discussion & **Actions in bold:**

- Website Stephen confirmed the practice was intending to move away from the current website and move to a centralised platform. Stephanie (Operations Manager) would be looking for 2/3 new providers. They are looking for a site that provides good online secure form systems. **He asked if anyone had any suggestions as to a suitable site then to send a link into the practice.** Martin asked for the PPG to be able to discuss the shortlisted providers. The timescale for sorting this is 3 months as it needs to be right for the practice and the patients.
- Collective Action see above
- Staffing The Operations Manager was settling in well and Stephen would invite her to attend one of the PPG meetings. Interviews are currently taking place to recruit two new receptionists (Care Navigators). The Nursing Manager has left due to ill health. The current Nurse Practitioner is undertaking, with support from the practice, her Masters to become an

	<p>Advanced Nurse Practitioner but is currently on maternity leave. The practice has had some temporary ANPs but this has not been successfully so this is currently on hold. <b>It was suggested that a piece goes in the next newsletter confirming to the patients the current triage system and that you may not necessarily speak to a Doctor but could be any member of the Clinical Team once a GP had triaged the symptoms.</b></p> <ul style="list-style-type: none"> <li>• <u>RSV vaccine</u> Text messages will be sent to the relevant patients concerning the new vaccine which will be offered to 75-79 year old patients and pregnant women.</li> <li>• Stephen gave a brief outline of the three roles – Business Manager, Practice Manager and Operations Manager. He stated that the three roles will overlap. He confirmed the practice has 45 members of staff, 19 of these had clinical roles. 5 Staff members were provided by PCN.</li> </ul>
<b>7. Potential Changes to Meeting Dates and Times</b>	
Discussion	Stephen will be taking up his new role as Business Manager, week commencing 2 <sup>nd</sup> December. He will be working 3 days a week Wednesday-Friday. He is keen to continue attending the PPG meetings as this is a valuable link and he has been a part of the PPG from the beginning but if this is not possible then Emma can attend.
Action Items	<b>Martin to email everyone to ascertain most suitable day for all.</b>
<b>8. Surgery Phone Message</b>	
Discussion & Actions:  <b>Actions in bold</b>	Stephen feels that the lengthy telephone message is one of the reasons the practice received a negative score in the recent annual review. It needs to be reworded as a priority. 2/3 people need to rewrite the message. Jean, Sarah C, Martin, Amy and Tom offered to help. It was suggested that whilst waiting to be connected to a Care Navigator the surgery could have a message advising “What patients can do on the CLMP Website” <b>Martin to arrange a date for a meeting.</b>
<b>9. Corkhill Awards – Postponed until next year</b>	
<b>10. Progress on PPG Projects for 2024/5</b>	
Discussion:	<u>Family and Friends Analysis</u> – <b>Another meeting to be arranged</b>
Discussion: <b>Actions in bold</b>	<p><u>Pharmacy Review.</u></p> <ul style="list-style-type: none"> <li>• The leaflet is being worked on, currently a consultation has been carried out as to what is to be included. It then needs to be drafted and finally discussed as to how it will be presented, published and in what format.</li> <li>• Hub – To organise a formal network for Pharmacies</li> <li>• Hospital – What happens with regard to medication prescribed at hospitals is being investigated.</li> <li>• Martin advised that Boots are no longer going to reorder repeat medication on behalf of the patient, as this is an unpaid Service. <b>Martin to ascertain if this is Boots new Company Policy for all Stores.</b> It is best to reorder on NHS and Patient Access App.</li> </ul>
Discussion: <b>Actions in bold</b>	<p><u>Replication of the Annual GP Survey</u></p> <p>Martin had started to produce a replica survey of the Annual GP Survey. The Surgery would email a link of the survey out to everyone as well as through our newsletter. This would then hopefully reach patients who have used the surgery recently and give more accurate feedback. <b>This to be put on hold until the telephone message had been sorted.</b></p>
<b>11. Content Suggestions for August Newsletter</b>	
Discussion:	<ul style="list-style-type: none"> <li>• Surgery News</li> <li>• New process of triaging patients when an appointment is made</li> <li>• RSV</li> <li>• Repeat Prescriptions from Boots (see above)</li> <li>• Stephan will ask Stephanie to write a piece</li> </ul>
Action items:	<b>Martin will put together</b>
<b>10. Dates for next meetings</b>	
	<p>Tuesday 5<sup>th</sup> November, Tuesday 17<sup>th</sup> December*, Tuesday 21<sup>st</sup> January (AGM)*  All meetings to take place 17.00-18.30 hours at CLMP  *Dates to be confirmed see above point 7.</p>
<b>11. Any Other Business</b> – Martin asked whether we should retain the PPG WhatsApp group, everyone was in agreement provided that it was used for emergency items, i.e. cancelled meetings and not general chat.	