

## Clarendon Lodge PPG Minutes

Date:	7 <sup>th</sup> May 2024
Time:	17.00-18.30 hours
Place:	Clarendon Lodge Medical Practice
Present:	Martin Blows (Chair), Robin Verso (Vice Chair), Michael Pearson, Gethin Williams, Sarah O'Malley, Bridget Winn, Heather Storr, Peter Beard, Julie Taylor, John Pickering, Dr Lawton (CLMP GP/PCN Clinical Director, Leamington North), Stephen Gallagher (Practice Manager)  Also in attendance: Stuart Jackson (PCN Manager)
Apologies:	Sandra Grafton & Caroline Green

<b>Minutes and Matters Arising from the last meeting</b>	
Discussion:	The minutes of the meeting held on 12 <sup>th</sup> March 2024 were accepted as accurate.
Action Items:	
<b>Correspondence/Feedback</b>	
Discussion:	<ul style="list-style-type: none"> <li>• Correspondence from patients and replies from the Chair had been circulated to members.</li> <li>• A couple of patients had asked whether it was possible for them to stop receiving Covid Vaccine reminders either because they didn't want to receive one or they had already had it.</li> <li>• Patients' records are coded and refreshed on April 1<sup>st</sup>. These messages come from the NHS and are a centralised service. When a patient has a vaccine at an alternative venue to the GP practice their records should be updated within 24 hours therefore these reminders should not constantly be sent. Covid and Flu vaccines are available through the Surgery.</li> <li>• Another patient had experienced problems with the telephone system and being in a loop. Once she was able to speak to somebody she was concerned that the receptionist was not aware that the GP she had previously seen had now left the practice.</li> <li>• Stephen explained that there had been a large turnover of reception staff. Once a GP leaves their patients are evenly distributed amongst all the other GPs. The cost to post letters to all patients advising a GP had left would be too costly. There is a possibility of sending emails, however, not all patients email addresses are up to date and some patients do not have an email address.</li> <li>• Gethin raised an issue with Patient Access becoming user unfriendly. Stephen also advised that other patients were having difficulty.</li> <li>• According to the recent Pharmacy review 20% of patients that responded used Patient Access.</li> <li>• Stephen advised that there is no helpline that patients could ring to get assistance, however, there is a form that can be completed.</li> <li>• The other option is to use the NHS App instead and perhaps patients should be encouraged to do so.</li> </ul>
Action Items:	<p><b>Make patients aware that Covid Vaccines and Flu Vaccines are available through the practice in the PPG newsletter.</b></p> <p><b>PPG to explore ways that would ensure patient's details are up to date. Also carry out a survey to find out how patients access online services.</b></p>

<b>Surgery News and Update</b>	
Discussion:	<ul style="list-style-type: none"> <li>• A Salaried GP has been appointed, Rachel Reed. She will be starting on 23<sup>rd</sup> May.</li> <li>• Dr Allsop will be leaving on 14<sup>th</sup> June.</li> <li>• Four brand new and 2 relatively new people have been appointed as receptionists. All have recently had a training session.</li> <li>• Andy Elliott has been appointed as an Advanced Nurse Practitioner (ANP)</li> </ul>
<b>Presentation from Stuart Jackson PCN Business Manager</b>	
Discussion:	<p>Stuart gave a presentation outlining the initial structure of the PCN and how the structure has changed. He outlined the work that each of the Hubs carry out, the expenditure in the PCN and how the staff roles are funded. The presentation slides are available on request.</p> <p>He also stated that the PPG members in each of the practices offer a wide range of skills and voluntary service and it is crucial that the PPG's work together.</p> <p>He was suggesting that a member from each PPG could form a group to give a patient voice direct to the PCN.</p>
<b>Pharmacy Review Report</b>	
Discussion:	<ul style="list-style-type: none"> <li>• The summary report of the Pharmacy review had been circulated to all members prior to the meeting. The report now included some responses that had already been received.</li> <li>• The PPG Chair and Members offered congratulations to the team on the production of the report which was echoed by the partners of the Practice. The report highlighted measurable improvements that can be made. The practice does not have the time to investigate projects like this.</li> <li>• The committee agreed that the report should now be published in the PPG Newsletter, on CLMP website, PPG notice boards.</li> </ul>
Action Items:	<p><b>Team to arrange date to follow up approximately 6 Actions</b>  <b>Report to be published offered to write a foreword for the report</b></p>
<b>PPG Projects for 2024/5</b>	
	Martin circulated a draft paper outlining all the following initial targets and actions for 2024/5 prior to the meeting.
Discussion:	<u>Pharmacy Review Follow up</u> See above
Action Items:	<b>See Above</b>
Discussion:	<u>Younger Patients' Voice</u> Heather and Bridget have got as far as they can and have produced a draft report to be discussed at the next meeting.
Action Items:	<b>Circulate draft report and discuss at the next meeting</b>
Discussion:	<u>Family and Friends Analysis</u> The last six months information is now available for analysis. The analysis needs to be structured i.e. "Concerns/Compliments/Complaints"
Action items:	<b>Group to arrange dates to discuss and analyse</b>
Discussion:	<u>Digital Literacy</u> This was put on hold until the next meeting

Discussion:	<u>Website content review</u> <ul style="list-style-type: none"> <li>• The PPG have a separate tab on CLMP website after recent discussions with Stephen &amp; Dr Hussain. It was suggested at the meeting that “PPG” tab should be renamed to “Patient’s Group”.</li> <li>• There was a difference of opinion amongst the group as to whether we should ditch the tiles after clicking on the PPG tab and just have the sub-pages to keep consistency with the rest of the website or whether we should be slightly different and keep the tiled pages only. It was decided that the final decision be left to Martin.</li> <li>• A regular review of the pages on the website to be carried out by committee members.</li> </ul>
Action Items:	<b>Martin to assign each committee member pages to review and give guidance as to what is recorded.</b>
Discussion:	<u>Rapid Health Review/Patient Review</u> <ul style="list-style-type: none"> <li>• The Rapid Health System is not managed by the Surgery.</li> <li>• Time needs to be allowed before a review from a Patient’s perspective can be investigated, possibly via a questionnaire.</li> </ul>
Discussion:	<u>Patient/Practice Communication??</u> This links in with the Pharmacy Review follow up, see above.
Discussion:	<u>Promoting the PPG to Patients</u> <ul style="list-style-type: none"> <li>• Using the TV screens in the practice</li> <li>• Updating the two PPG notice boards in the Surgery</li> <li>• Improve the newsletter circulation</li> </ul>
Action Items:	<b>Julie offered to look at the notice boards When the Surgery send out the next text message they will include a link to the PPG newsletter</b>
<b>Content Suggestions for May Newsletter</b>	
Discussion:	<ul style="list-style-type: none"> <li>• Surgery News</li> <li>• Pharmacy Report (Robin)</li> <li>• Rapid Health Update (Stephen)</li> <li>• Summer – Sun, Bites, Allergies (Bridget)</li> </ul>
Action items:	<b>Deadline for submission 20<sup>th</sup> May</b>
<b>Dates for next meetings</b>	
	<ul style="list-style-type: none"> <li>• Tuesday June 18<sup>th</sup></li> <li>• Tuesday August 6<sup>th</sup></li> <li>• Tuesday September 17<sup>th</sup></li> <li>• All meetings to take place 17.00-18.30 hours at CLMP</li> </ul>
<b>Any other Business</b>	
Discussion:	Dr Lawton advised that the practice wanted to send out a text message to all patients and would like the PPG member’s comments.
Action:	<b>Dr Lawton to send suggested text message for review</b>