

Clarendon Lodge PPG Minutes

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| Date: | 12 th March 2024 |
| Time: | 17.00-18.30 hours |
| Place: | Clarendon Lodge Medical Practice |
| Present: | Martin Blows (Chair), Robin Verso (Vice Chair), Michael Pearson, Gethin Williams, Caroline Green, Sarah O'Malley, Bridget Winn |
| Apologies: | Sandra Grafton, Julie Taylor, Heather Storr. |

Minutes and Matters Arising from the last meeting

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| Discussion: | The minutes of the meeting held on 23 rd January were accepted as accurate. |
| Action Items: | None |

Correspondence/Feedback

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| Discussion: | <p>Correspondence from patients and replies from the Chair had been circulated to members.</p> <p>One patient contacted the PPG about the situation regarding hospital discharges and ongoing access to medication. On discussion there appeared to be similar problems with several of the PPG members or relatives and not just with medication or when a person is an inpatient but outpatient updates as well.</p> <p>This was also highlighted by a number of patients on the recent Pharmacy questionnaire. It was noted that Patients can no longer access their own letters on NHS App due to the concerns raised about Data Protection by the BMA and the surgery had therefore turned this function off.</p> <p>Another issue raised was the complexity of the new Rapid Health Form and patients filled in a number of tick boxes that didn't accurately detail their problem to the GP and found that they then had to go through the reason for their initial contact when a call back was made by a member of the practice. It was explained this was a system bought in and bolted onto the Surgery's website, therefore amendments could not be made.</p> <p>Finally a husband and wife sharing the same email wanted to know how and if they could use the NHS APP and were advised they could but would need to have separate email addresses.</p> |
| Action Items: | <ul style="list-style-type: none"> • Martin and Robin to arrange a meeting with Stephen to discuss the above issues. • Updates and queries concerning the NHS App would be included in the PPG Newsletter every month. |

Surgery News and Update

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| Discussion: | As no member of Staff from the practice was in attendance, no updates were given. |
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Input from Dr Lawton re PCN

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| Discussion: | As Dr Lawton wasn't available at the meeting no input was made. |
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| PPG Action Plan for 2023 - Reports from different groups on current progress | |
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| Discussion: | <p><u>Pharmacy Review (Robin/Michael)</u> This was now in the last phase. 316 people had replied to the recent Pharmacy survey.</p> <p>Pharmacy First – There are 7 additional ailments that the pharmacists can advise on, they need to see 5 patients a month in order to receive £1000 payment from the government. This will increase to 30 patients later in the year. Although many patients were unaware of Pharmacy First, in the Survey 74% were confident in consulting a Pharmist in the first instance on one of the 7 illnesses.</p> |
| Action Items: | <ul style="list-style-type: none"> • The pharmacy Review report will be prepared over the next few weeks incorporating all three parts of the review. On completion it needs to be shared with the PPG and the Practice before being finalised. • The paper advising Pharmacists on the requirements as to how they can access the government funding to be circulated to PPG members. |
| Discussion: | <p><u>Aging Health/Aging Well</u> Nothing to report</p> |
| Discussion: | <p><u>Younger Voice (Heather & Bridget)</u> Finished all the interviewing, which has taken a long time to find the relevant Patients from CLMP. The report is nearly there and they have used the “Skillen Paper” to produce the report.</p> |
| Action Items: | <ul style="list-style-type: none"> • Finalise the report and circulate |
| Discussion: | <p><u>Newsletter Circulation (Martin)</u> Nothing to report</p> |
| Discussion: | <p><u>New website and Future Review (Martin)</u> Nothing to report – See PPG Projects for 2024</p> |
| PPG Projects for 2024 | |
| Discussion: | <p>Ongoing work from 2023 into 2024 <u>Pharmacy review & Younger Voice</u> See above notes and action items.</p> <p><u>Ongoing Web Pages Review</u> Martin gave a background to the development of the practice website over the last 10 years and the need for the PPG to continue to review pages not only for content but for a consistent format and style. The question was raised whether the practice has a ‘gatekeeper’ to ensure a consistent approach across the whole website.</p> <p>The issue was raised about the ongoing support and development of the website if Dr Hussain were to leave the Practice. The group also thought it would be a good idea to look at other practice websites to garner any ideas that might benefit ours.</p> <p>For this year it was proposed that the PPG undertake a regular review of web pages with emphasis on content and consistent format and that we might also conduct another patient survey of the site.</p> |

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| Action Items: | Speak with Stephen regarding a Gate Keeper and the value to the practice on a survey regarding the current Website from Patient's point of view. Establish a system where we can review the website on a regular basis to ensure that it continues to be Patient Friendly. |
| Discussion: | Possible new projects <u>Sherbourne Joint Project</u> A suggestion had been made to work with Sherbourne PPG on a project on Pharmacy Waste. However this is not currently possible as the Hub would not have the resources as a number of staff will be on Maternity Leave. |
| Action Items: | Robin suggested that he was happy to work on a project but would like the Sherbourne PPG to initiate the subject. |
| Discussion: | <u>CQC Preparation</u> A paper was circulated outlining the items discussed at the meeting with Dr Hussain and how the PPG could help with the preparation. The new mission statement is based around the letters CLMP. P representing Patient Participation. The PPG were asked to be involved in several ways: <ul style="list-style-type: none"> • activities around Data Protection possibly 2-3 times a year. • Discussion on ways in which information exchange between patients and the practice could be improved and how the privacy of patients could be improved at reception. • looking at Outstanding Practices locally to ascertain what they are doing well to obtain Outstanding and to whether they had an active PPG. • Suggestions were made for a specific patient survey. We could use the evidence on the recent Pharmacy survey. Or create a new one perhaps to older Patients regarding the use of the NHS App. |
| Action items: | Obtain a copy of the complete new Mission Statement for Review. Raise with Stephen exactly how the PPG can currently assist with the pending Review. Update both PPG notice boards in the Surgery. |
| Discussion: | <u>Family and Friends Analysis</u> Will take place when everyone is back from holidays. |
| Discussion: | <u>Getting Older Patients online with NHS App</u> A survey could be arranged and published via PPG newsletter and on the Practice Website. |
| Action Items: | Martin will put an outline together for each project and distribute prior to the next meeting. |
| Content Suggestions for Next Newsletter | |
| | <ul style="list-style-type: none"> • Family and Friends Compendium Report for last 3 months (Heather/Bridget/Julie) • NHS App Updates and Shared Devices (Martin) • Thank you to people that responded to Pharmacy Survey • Registration of Power of Attorney (Caroline) • Gardening i.e. Dangers (Bridget) |
| Dates for next meetings | |
| | Tuesday May 7 th Tuesday June 18 th Tuesday August 6 th All meetings to take place 17.00-18.30 hours at CLMP |