

Clarendon Lodge PPG Minutes

Date:	18 th June 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, Peter Beard, Julie Taylor, Caroline Green, Stephen Gallagher (Practice Manager) Also in attendance for part of the meeting Dr John Fullbrook (CLMP GP)
2. Apologies:	Heather Storr
Resignations:	Sandra Grafton – Martin shared with the committee Sandra's resignation. Michael Pearson – Michael tendered his resignation. Gethin paid tribute to Michael's work. Michael is one of the founder members of the CLMP PPG. Martin and Stephen thanked Michael for all his work. This now leave us with 2 vacancies.
Action Items:	Robin to approach CAVA & Martin to approach NAPP to obtain advice as to how we can recruit members from a diverse background in order that we have a full patient representation on the PPG. Stephen will speak to the mosque.

3. Minutes and Matters Arising from the last meeting

Discussion:	The minutes of the meeting held on 7 th May 2024 were accepted as accurate. Martin asked if the practice apprentice could take the minutes on our behalf in the future.
Action Items:	Stephen to ask her.

4. Correspondence/Feedback

Discussion:	Correspondence from patients and the replies from the chair had been circulated prior to the meeting. <ul style="list-style-type: none"> • One lady had emailed with two points. The first that she did not have full access to her daughter's notes on setting up her account. Stephen had ongoing discussions with this patient. He explained that she wanted to be able to see hospital letters online. The practice had removed this facility to protect the patients from reading information sent to GP's before being informed by the hospital/GP. The second point was that she thought it would be a good idea to run a clinic to show people how to set up the NHS APP on their phones etc. • Stuart Jackson – Martin had emailed to thank him for his presentation at the last meeting and to arrange a follow up meeting to discuss how all Leamington PPGs could work together, which should be led by Stuart.
Action Items:	<ul style="list-style-type: none"> • Clinic to be put on hold for the moment. • Martin and Robin to arrange meeting with Stuart to discuss how patients can have an input into the PCN and how to ensure all practices have a PPG. CLMP PPG are happy to share good practice with other PPG's and to meet with them.

5. Surgery News and Update

Discussion:	<ul style="list-style-type: none"> • The Window repair project is continuing. • The practice is currently interviewing for an Operations Manager, 6 candidates have been interviewed so far. They have also completed online screening tests. A further 3 candidates to be interviewed. Once appointed this will allow Stephen and Emma to focus on other aspects of work. • The apprentice administrator will qualify in NVQ Level 3 Business Administration. She is undertaking various tasks including working in reception and various admin roles including organising CPR training for new members of staff and data collecting. • The practice will be recruiting a practice nurse who specialises in diabetes. • New salaried GP Rachel has settled in well.
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6. Younger Patient's Voice

Action:	To be put on hold until the next meeting
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7. Pharmacy Review Report Action Plan	
Discussion & Actions:	<ul style="list-style-type: none"> 2.1. Medication queries from patients can be raised on a form on the CLMP website. This is not easy to find and there are restrictions as to what can be raised. Pick up as part of the website review. 2.2 & 2.3. The Hub should facilitate a Pharmacy network in order to provide better communication between the Hub and the Pharmacies to share information concerning out of stock items, patients queries etc. PCN should be responsible for ensuring this happens. Meet with the Hub to discuss this further. Also information could go on the website to explain to patients what to do if their medication is out of stock. 2.5. Produce a leaflet to advise patients about the entire medication process, as to whether the medication is Acute or Repeat, what the patient can expect from the practice and what the practice expects from the patient. Discuss best formats to ensure that all patient's have access, i.e. paper, digital. Julie, Sarah & Robin to meet to discuss further. 2.6. Hospital communication with patients. What leaflets are provided to patients from the hospital. Bridget to contact PALS and ask them what is provided and if they don't know can they find out and advise. 2.7. Any information that is sent from the hospital concerning discharge notes are sent to the Hub who carry out any medication reconciliation ie, adding/adjusting medications. They will then text the patient to inform them if a new script has been added and will be ready for collection when they run out of current supplies. 2.8. Who has access to computers, smartphones etc. To be put on ice for the time being. 3. Pharmacy First Discuss with Stuart as to whether the PCN will be following this up with Pharmacy's (Martin & Robin) 4. Dossett Boxes To be put on hold 5. The Hub publicity To be discussed at the meeting with Stuart (Martin & Robin) 6. Waste. Robin is hoping to arrange a joint project with Sherbourne Practice. Robin to liaise with Richard Brookes, Chair of Sherbourne PPG . Also to speak to Local Pharmaceutical Committee to see if they have any suggestions as to how we can avoid Waste, i.e. over ordering.
Progress on PPG Projects for 2024/5	
Discussion:	<u>Family and Friends Analysis</u> The group have met and have made a good start.
Action items:	Group to meet again in early July, date already been fixed.
Discussion:	<u>Review of CLMP Web Pages</u> Martin circulated a paper to everyone concerning the aspects we need to be checking i.e. does the page answer your query, are there any mistakes and is the page consistent. Each committee member has been given topics to look at.
Action Items:	To be prepared for September 17th meeting.
Discussion:	<u>Notice board updates</u> Julie has looked at the boards and produced some new posters that are easier to read. She has given examples of what the PPG do and recent activities. How patients can join us. She is going to put a label on the newsletter holder stating if it is empty to ask reception for a copy.
Action Items:	Martin will review what Julie has produced. Stephen will check on the Family and Friends Cards.
9. Content Suggestions for June Newsletter	
Discussion:	Not discussed
Action items:	Martin will put together
10. Dates for next meetings	
	Tuesday August 6 th Tuesday September 17 th Tuesday November 5 th All meetings to take place 17.00-18.30 hours at CLMP
11. Any other Business – None raised	