

PPG Meeting Minutes – September 16th, 2025

Time: 5:00

Location: Clarendon Lodge Medical Practice

Present : Chair: Martin Blows; Stephen Gallagher; Heather Storr; Robin Verso; Jean Murphy ; Amy Miller; Bridget Winn

Apologies and Membership

- Apologies received from: Carolyn, Pauline, Sarah (personal circumstances), Peter
- Resignation: Caroline has resigned from the group
- Vacancies: 3 vacancies to be filled; recruitment to be advertised via newsletter and website

Review of Previous Minutes

- No outstanding issues from previous minutes
- Robin has rewritten the GP Finance piece for the next newsletter
- No progress on Warwick repeat medication due to absence of relevant members

Updates and Reports

- Rapid Health – PPG newsletter focused on updates
- No update on Warwick Repeat Medication
- Surgery News updates ongoing; Steven to address issues in the next newsletter
- Awaiting developments regarding Integrated Neighbourhood Teams (INTs)

Vaccinations (Flu & COVID)

- Discussion on confusion regarding eligibility for vaccinations which have changed this year.
- Clarification needed for patients aged 65–75
- Aim to streamline communication and booking processes
- Noted that communications from PCN have caused confusion among patients who have received more than one invitation for vaccination

Action Points

- Emma Matthews to update the action plan
- Robin sent the PPG roundup; most actions completed except Facebook page updates other PPGs have supported NHS app use and helping patients get set up with this (drop in sessions). Agreed could be something CLMP PPG also consider supporting.

Correspondence

- Positive feedback received regarding Rapid Health communications (Elaine Bay)
- Technical issues with booking systems noted

- Queries about repeat prescriptions and nurse appointments raised by patients
- Clarification provided on nurse appointment triage and booking processes

Reception and Staffing

- Reception team under-staffed; recruitment ongoing
- Steph Parker and Emma Matthews supporting reception management 50% of their time
- Website development still in progress; feedback on the new site now requested from PPG members

Website Review

- Members reviewed forms and navigation on the new website
- Key issues: telephone number validation, form submission errors, dropdown inconsistencies
- Feedback to be consolidated and sent to MB when members have looked at the 6 areas and checked the links

Staff Changes and Recruitment

- Recruitment ongoing for GP role under ARR Scheme
- Recruitment ongoing for 2 Receptionists
- Discussion on ARR scheme constraints and funding

Premises and Facilities

- Bid submitted for funding to improve consulting rooms and creating a health station.
- Plans to split consulting room 9 and create additional consult room and health station
- Accessibility concerns raised regarding location of health station if this is located on the first floor of the building which is what has been proposed. SG explained could find no workable ground floor option for this.

Rapid Health Update

- Internal feedback positive; ongoing adjustments to triage and appointment allocation
- Discussion on patient self-booking and use of green slots
- Telephone assist usage at 23–24%; ongoing monitoring
- Emma Matthews commended for her work on templates and system setup
- Some confusion about use of nurse slots and appointments. Appointments for blood tests, dressings etc. which do not require a medical intervention can be booked on the phone. Others are triaged as per other Rapid Health Forms where a nurse appointment can be offered for specific issues.

Patient Feedback and Friends & Family Data

- 94% positive feedback reported
- Two negative comments withheld from newsletter due to sensitivity
- Discussion on communication of clinical decisions and patient responsibilities

Recruitment of New PPG Members

- Three vacancies to be filled; process to be advertised via newsletter and website
- Caroline's resignation and another vacancy noted

Newsletter and Communications

- Next newsletter to include updates on GP finance, Rapid Health, and vaccination information
- Discussion on improving patient communication channels
- Issues with mass communication due to system limitations and data protection

Integrated Neighbourhood Teams (INTs)

- Ongoing discussions about structure and focus of INTs
- Awaiting further guidance and clarity before communicating further information with patients as this is still in development stages.
- Robin to attend upcoming meeting as Healthwatch representative

Any Other Business

- Cancer Research UK drop-in clinic held in Kenilworth for skin checks was heavily oversubscribed
- Discussion on patient education regarding NHS choices and waiting times
- Issues raised about communication and referral processes for long NHS waits
- Suggestion to run a patient survey on Rapid Health introduction but only after the system has been in place for longer

Date of Next Meeting

Next meeting scheduled for the week of 28th October.

Action Items

- Emma Matthews to collate and send website feedback to the developer
- Advertise PPG vacancies
- Clarify vaccination eligibility and communicate to patients
- Continue monitoring Rapid Health and telephone assist usage
- Prepare newsletter with agreed content