

Clarendon Lodge PPG Minutes

Date & Time:	Tuesday 15 th April 2025, 17.00-18.30 hours
Place:	Clarendon Lodge Medical Practice
Present:	Martin Blows (Chair), Robin Verso (Vice Chair), Sarah O'Malley, Carolyn Pickering, Jean Murphy, Amy Miller, Heather Storr, Stephen Gallagher (Business Manager CLMP) Also in attendance: Jo Floyd, Nursing Team Manager (CLMP)
2. Apologies:	Bridget Winn, Peter Beard, Caroline Green, Pauline Pears

3. Minutes and Matters Arising from the last meeting

Discussion & Actions: Actions in bold	<ul style="list-style-type: none"> Robin asked whether an action log should be created. This suggestion was agreed and should be created on an Excel Spreadsheet and distributed with the minutes and updated at the next meeting. Sarah to create. The minutes of the meeting held on 4th March 2025 were accepted as accurate.
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4. Correspondence/Feedback

Discussion:	None received.
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5. Surgery News and Update

Discussion:	<ul style="list-style-type: none"> <u>Staffing</u> - The new ANP, Charlotte Porter will be commencing work next week. <u>Telephone Message</u> – The new system was now up and running, no feedback had been received. The surgery have two queuing systems now, one where patients are waiting for their call to be answered and one where patients' request a call back. All Staff are happy with the new system. Martin to highlight in the next newsletter this new feature as it will save money for those patients who do not get free calls/minutes on their landline/mobile phones. Martin thanked Amy for her initial work on this project. <u>Extended Access</u> - Robin asked whether the extended access was now in place and why the PPG had not been consulted on it. Martin pointed out that it had been discussed at an earlier meeting. Stephen confirmed that it was up and running and the decision had been made at a PCN level. He confirmed that this was going well. Early mornings and late evenings were ran at CLMP and the weekends were covered by Waterside.
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• 6. Jo Floyd – Nursing Team Manager

Discussion & Actions:	<ul style="list-style-type: none"> Jo introduced herself as the Nursing Team Manager. She has been in post for the last 12 months. She trained initially at Warwick and then worked in Trauma in Berkshire. When her children came along she was offered a position with another practice, as a practice nurse, which she did for 20 years. She met the CLMP team at Covid clinics and felt that Gill was an inspirational leader, so when a position became available at Clarendon Lodge she applied and was employed by the practice. Last year she was offered the position as Nursing Team Manager and the transition was a little challenging especially as her colleagues were her friends but the Team, Doctors and Stephen have been very supportive. The team includes Zoe who is a trained nurse, 2 Health Care Assistants, Debs and Becky they all work part time. She has reviewed various processes and slowly developing these. She has introduced a new specific diary ensuring an even spread of say dressings and reducing telephone calls which the doctors will pick up. She has also tried to utilise the Health Care Assistants (HCAs) more, harnessing their skills rather than them just doing blood tests. They are able to do some dressings, the basics for diabetic reviews and perform ECGs, supported by Jo and Zoe. This will enable Zoe to concentrate on face to face appointments with Asthma and COPD patients. Becky and Jo have recently visited housebound patients to carry out the Covid Vaccination Programme, 25 today and 30 last week with a further 15 next week. In the autumn with Debs she visited some care homes and realised patients were getting missed. 90 patients had not received necessary vaccinations such as the RSV Vaccine. Emma now messages Jo when a new resident is admitted to a care home and she checks their record and ensures that all their vaccines are up to date and if not adds them to her list. They will then
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	<p>have the relevant vaccines. This will be carried out twice yearly even though this work should be the care home's responsibility.</p> <ul style="list-style-type: none"> • Jo has already spoken with Emma and Stephen concerning the Flu Vaccine Programme for this Autumn and a process has been put in place. • Her long term plan is to upskill the team and ensure they are all confident in their roles enabling her to reduce her hours. She has enjoyed the change and hasn't looked back; the team are fantastic. • Stephen added that Jo is a respiratory nurse, independent prescriber and is also the infection control lead, she carries out audits every 6 months for the practice. • Martin thanked Jo for coming to the meeting and felt her talk was really useful.
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7. Feedback from SW Patient Engagement Group

Discussion & Actions:	<p>Robin attended the last meeting on 20th March, 14 PPGs were represented.</p> <ul style="list-style-type: none"> • Abbey in Kenilworth had trained PPG members to carry out well-being calls to 80-90 year old patients who have not been in touch with the practice for 6 months. They had found 4-5 patients that had problems. Training had been specific and the PPG members call from their own phones but the patient sees the practice number. Robin to establish what training had been given. • Some PPGs were carrying out out-reach work from community networks to see what the patients are saying. • 4 PPGs had carried out surveys with a 75/85% response. • Bidford PPG had raised concerns that the reception team were referring over 65 patients to Pharmacy First. • Health Watch had received more positive responses from patients, although the sample size was small. • Health Watch are investigating NHS Admin, concerning letters from hospitals to try and spot where the problems are and to why people on waiting lists do not hear anything from the hospital for a long time. • There is a lot of work being carried out with young people to establish why they don't like using the phone. • ICB Coventry and Warwickshire advised that non-clinical staff post were being cut by 50%.
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8. Practice Website Development

Discussion & Actions:	<p>The practice had looked at a few providers and selected a new provider "Surgery Web". 18/19 practices in South Warwickshire have already signed up and it is believed the numbers will grow. CLMP have signed an agreement. One negative point is that some patients may think it is the NHS site as the colour scheme is very similar. However this new site ticks a lot of boxes as the colours will assist visually impaired patients and is user friendly. It allows the use of forms which will be sent to the NHS Net email account which is secure. Information can be imported from practice to practice.</p>
Actions in bold	<p>There is an urgency to launch the new site as the current provider is due to be paid. It may be necessary to transfer all the information and then prune it after the launch. All forms will appear on one page. The PPG will need to prune their pages too. Jean has offered to do some user testing when required. Patients to be advised of the new website in the next newsletter. Feedback will be required from patients later in the year by way of a survey.</p>

9. Patient Survey Update

Discussion & Actions:	<p>102 responses have been received so far, this is from website and newsletter recipients. Emma has sent out an email to the first 1000 patients and some of those have bounced back. More to follow.</p>
Actions in bold	<p>Martin was going to close the date on 21st April but will now leave open until end of April. A further newsletter to be sent with a reminder for patients to complete the questionnaire. Martin has added a piece to the survey with the link to sign up for the PPG newsletter.</p>

10. PPG Facebook Page/Monitoring Feedback

	<p>A paper had been circulated prior to the meeting concerning a Facebook Page for PPG. Amy outlined the key points from the paper. It was agreed that this was worth trying as the potential to reach more people was worth the risk. Amy agreed to set up a page, without publishing it, for</p>
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	<p>review by PPG members. She advised that she was happy to be Admin but would require 2 further members to also act as Admin and review the site frequently. Heather volunteered and one other person is still needed. She also highlighted that people would need to apply to join the group and that they must respect the rules, otherwise they will be removed. Stephen will consult with the practice to endorse this set up.</p> <p><u>Family & Friends</u> – Martin had sent the latest information to Bridget. Heather asked for the information to also be sent to her. Martin to send.</p> <ul style="list-style-type: none"> Feedback from February was that when using the screen in reception to sign in it didn't advise which waiting room to sit in. Stephen advised that this was something the reception team should do everyday. <u>Blood Tests</u> – sometimes there was a long wait for a blood test at the surgery, patients should be given a choice to book at the surgery or book at the hospital. <u>Car park</u> someone complained about the lack of car parking and the access to the surgery. Unfortunately the surgery had reduced the car parking spaces down by one to put in bike facilities to encourage more people to cycle to the surgery in recent years. Lots of good positive comments had also been received. <u>Google Reviews</u> rating was 4.5 out of 5.
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11. Feedback from ongoing projects

Discussion:	<u>Newsletter</u> – 1030 currently receive the newsletter, slightly down.
Discussion & Actions:	<p><u>Pharmacy Project</u> – The waste medication and Patients with Digital exclusion both to be included in the action log.</p> <p>Carolyn had raised the issue concerning the lack of leaflets regarding what patients should do when they require repeat medication, that they have been prescribed in hospital and collected from the hospital pharmacy. This has been referred to the Safer Discharge Group and Carolyn will follow up at the next meeting in May.</p>
Discussion:	<p><u>PPG/PCN Group</u> – A meeting has been scheduled with Stuart & Ollie to be held at CLMP tomorrow night with 5 other PPG groups. Two representatives from each group will attend. Martin and Robin will represent our PPG.</p>

12. Carers Project

Discussion & Actions:	A paper had been circulated prior to the meeting. The current Carer's Lead within the practice had reduced their hours, therefore a new lead needs to be identified and this will be done in the next couple of weeks. Emma and the new lead will need to work through the framework document.
Actions in bold	Stephen to liaise with Robin.

13. PPG Projects/Targets for 2025

Discussion & Actions:	<ul style="list-style-type: none"> <u>Patient Medical Support Suggestion</u> Pauline and Jean had met and put together a suggested item concerning Osteoporosis. Martin to look at this suggested format. It was suggested that this is one item that may be included on the Facebook page rather than the newsletter. Each health piece should have a covering note and be linked to the NHS or Patient Access sites as this will ensure that the details are validated. Do not highlight any self-diagnosis sites/questionnaires. <u>Review of Rapid Health</u> – A questionnaire needs to be created and sent to people that have used this system to contact the practice. Stephen and Martin to discuss the relevant questions. <u>Pharmaceutical Waste</u> – A letter has been sent to ICB and a positive response has been received however this is currently on hold.
Actions in Bold	

14. Content Suggestions for Next Newsletters

Discussion:	<p>April – A reminder to complete the survey and also advise that the website is going to change.</p> <p>May – To be sent out Mid May</p> <ul style="list-style-type: none"> Financing a GP Practice Robin to liaise with Stephen Lifestyle Classes Family & Friends NHS APP Support <p>PPG members to speak to staff to find out what they do. This to be included over a period of time in each newsletter.</p>
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15. Dates for next meetings

	Tuesday June 10 th Tuesday July 29 th Tuesday September 16th All meetings to take place 17.00-18.30 hours at CLMP
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16. Any Other Business: Digital Exclusion – Jean advised that young people are excluded from contacting the surgery online as they do not have smart phones due to the cost. She also advised that all local libraires are able to facilitate using online services in private. She suggested that a poster could be created advising this facility is available.
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