

Clarendon Lodge PPG Minutes including Annual General Meeting

Date:	10 June 2025
Time:	17.00-18.30 hours
Place:	Clarendon Lodge Medical Practice
Present:	Martin Blows (Chair), Robin Verso (Vice Chair), Sarah O'Malley, Bridget Winn, Caroline Green, Carolyn Pickering, Jean Murphy, Amy Miller, Heather Storr and Stephanie Parker (Operations Manager) Also in Attendance: Dr Tom Harper and Dr Oliver Lawton
2. Apologies:	Stephen Gallagher and Peter Beard, Pauline Pears

3. Minutes and Matters Arising from the last meeting

Discussion: The minutes of the meeting held on 15 April were accepted as accurate.

4. Correspondence/Feedback

Discussion: There had been very little correspondence from patients since the last meeting.

5. PPG Action Plan for 2025

Discussion:

- Following training given to Abbey PPG Group, they have contacted all patients aged over 80 years who had not attended the surgery in the previous 6 months. They have completed a similar exercise with Registered Carers. Abbey PPG are happy to meet with CLMP PPG id required and it was agreed that this might be a project for the future.
- Proposed PPG Facebook Page – to be discussed further
- Safer Discharge Group – nothing further to report
- Carers Project on hold

6. Surgery News and Update

Discussion: Stephanie updated the Meeting:

Actions in bold

- **Website**
The platform for the new website has been established and most of the information from the old website has now been transferred. There are 6 core sections and these are currently being tested. Jean and Martin confirmed that they would be happy to assist with the testing from a user point of view. It is hoped that the new website will go live at the end of August/early September and, until then, the contract for the maintenance of the current website is continuing.
- **Doctor Attendance at PPG Meetings**
Dr Harper explained that attendance depends on availability as some doctors are unavailable on Tuesdays. Martin suggested that some PPG meetings could be held on other days to assist with this.
- **Staffing**
2 new Care Navigators have been recruited doing 2.5 days each per week. A new Reception Manager is being recruited and it is likely that this will take a few months to allow time for interviews and the successful applicant serving their notice period. Existing team members are assuming some of the responsibilities in the meantime.
- **Shingles Vaccination**
Concern was expressed by PPG members that there was some confusion as to how many doses were required for the vaccination as there had been conflicting advice and uncertainty from reception staff. The early tranche vaccination consisted of just 1 dose but the later one requires 2. It was agreed that reception staff would receive training so that they know which vaccination a patient has had when they call to enquire.

7. Feedback from SW Patient Engagement Group

Discussion & Actions:	There was nothing further to report
Actions in bold	
8. Feedback from PPG/PCN Group	
Discussion & Actions:	There was nothing further to report on the initiative to increase integration of PPG and PCN at a neighbourhood level for the benefit of patients. It was agreed that all health providers should be able to share patient information between the various organisations and it is hoped that the PCN will develop into an integrated neighbourhood team.
Actions in bold	
9. Patient Survey Update	
Discussion & Actions:	It was noted that only 238 responses had been agreed and that this was very disappointing. Stephanie confirmed that only 1 batch of emails was sent out with the Survey due to limits of capacity for large mailshots. Dr Harper confirmed that the Practice will look into this and see if they can increase their capacity to contact more patients at the same time.
Actions in bold	The Survey shows that most patients still prefer telephone contact with the surgery and few patients supported Rapid Health. Receptionists came out very well in the Survey. Dr Lawton explained the current and proposed future working of Rapid Health and how this will be rolled out further to increase awareness and patient take-up as it is not currently being used enough. Martin suggested that a leaflet should be created and handed out to every patient who attends the surgery and it was agreed that this would be a good idea. Amy, Bridget and Sarah offered to work with the Chair on this project.
10. PPG Facebook Page/Monitoring Feedback	
Discussion & Actions:	Amy informed the meeting that a Facebook page would be useful for promoting information to patients on, for example, Rapid Health and vaccinations. She suggested that the Facebook page could be run by the PPG but working with the Practice meaning that the PPG would have control over what is published. There followed a discussion as to whether patients would benefit from a Facebook page that is separate from the Practice's own page. Amy will liaise with the Practice so that a written proposal can be sent to the Practice by the PPG.
Actions in bold	
11. Feedback from other Ongoing Projects	
	Newsletter Circulation – Martin informed the meeting that 6 recipients had unsubscribed from the Newsletter last month and discussion followed as to whether to Newsletter might be regarded as too lengthy. Martin suggested including links to articles in the Newsletter rather than incorporating the whole feature and will trial this in the next Newsletter.
12. Content Suggestions for June Newsletter	
Discussion & Actions:	<ul style="list-style-type: none"> • Patient Survey feedback – to be done later • Shingles Vaccinations • Financing of GP Practices • Lifestyle Classes • Family and Friends Monthly data – no date available yet • NHS App Support
Actions in bold	
15. Dates for next meetings	
Discussion & Actions:	<ul style="list-style-type: none"> • 29 July 2025 • 16 September 2025 • 28 October 2025 • All meetings to take place 17.00-18.30 hours at CLMP
Actions in bold	
12. Any Other Business – None	