

## Clarendon Lodge PPG Minutes (Including 2026 AGM)

<b>Date &amp; Time</b>	Tuesday 20 <sup>th</sup> January 2026, 17.00-18.30 hours
	Martin Blows (Chair), Robin Verso, Sarah O'Malley, Jean Murphy, Carolyn Pickering, Nigel Fox, Heather Storr, Amy Miller, Pauline Pears, Colin Davis, Stephanie Buckle, Steph Parker (CLMP Operations Manager), Stephen Gallagher (CLMP Business Manager)
<b>2. Apologies</b>	Peter Beard, Dr Tom Parker (CLMP GP Partner)
<b>3. Minutes &amp; Matters Arising from Last Meeting</b>	
<b>Discussion &amp; Actions:</b> <b>(Actions in bold)</b>	Everyone reintroduced themselves. <b>Martin reminded everyone that had not submitted information about themselves for the Website to submit it to himself as soon as possible.</b> The Minutes for the meeting 9 <sup>th</sup> December were accepted as accurate.
<b>4. PPG AGM</b>	
<b>Discussion &amp; Actions:</b> <b>(Actions in bold)</b>	<p>Martin had circulated a report prior to the meeting.</p> <ul style="list-style-type: none"> <li>• He suggested that in the future perhaps we should have an open AGM and invite all patients to attend. Perhaps at St Paul's Church</li> <li>• 5 new members had been recruited and not 6 as per the report.</li> <li>• The constitution needs to be adjusted. <b>Robin has offered to rewrite the terms of reference and draft this to the leadership team.</b></li> <li>• NAPP has been disbanded and therefore we no longer are a member and will not need to decide whether we should continue our membership.</li> <li>• Martin had detailed that a GP Partner had attended the majority of our meetings and it was proving more difficult to get a GP Partner to attend all meetings. A discussion took place as to whether we could change our meeting day on some occasions to a Wednesday and it was concluded that we perhaps should ask a GP partner to attend alternate meetings.</li> <li>• Martin wanted to also increase the number of patients who receive the newsletter this year.</li> <li>• He also encouraged members to write articles for the newsletter.</li> </ul> <p>Stephen thanked Martin for producing the report.</p> <p><u>Election of Chair</u> - Robin nominated Martin and Heather 2<sup>nd</sup> this. No further nominations were received therefore the vote was carried.</p> <p><u>Vice Chair</u> – it was decided that this position was no longer required as there are 4 other members on the Leadership team.</p> <p>The other four members on the leadership team volunteered for these roles and were not opposed. Martin reminded all other members that there are vacancies to assist with these roles.</p> <p><b>Sarah to send out the leadership team organisational chart with the minutes to include the new email addresses.</b></p>
<b>5. Correspondence/Feedback from Patients.</b>	
<b>Discussion &amp; Actions:</b>	Martin had hardly received any correspondence from patients apart from one patient asking how they can communicate directly with a GP via Email and another stating how much better the new website was.
<b>6. SW Patient Engagement Groups (SWPEG)</b>	
<b>Discussion &amp; Actions:</b> <b>(Actions in bold)</b>	<ul style="list-style-type: none"> <li>• The earlier minutes from this meeting had been circulated prior to our meeting. Robin reported that a further meeting had taken place last week at Waterside. 18 representatives attended out of a possible 32.</li> <li>• The group were adopting the Leadership Team Model.</li> <li>• They were briefed on the NHS App.</li> <li>• One PPG held 1-1 sessions for members to identify ideas and how they can contribute.</li> <li>• Warwick Gates are consulting patients that do not attend their appointments. They are considering if patients do not attend 3 appointments then they will be struck of the practice list. They currently have 80/90 unattended appointments per month.</li> <li>• They receive a presentation from the Chief Executive of the South Warwickshire GP Federation. This federation allows GP to collaborate i.e on Vaccines. They facilitated setting up PCNs, of which there are 2 in Leamington – North &amp; South.</li> <li>• SWPEG want to set up a Benchmark for PPGs, to see how PPG groups are progressing in Warwickshire. They will set these Benchmarks at the next meeting.</li> <li>• They think that 12 GP practices in South Warwickshire do not have a PPG Group. This is a contractual requirement for GP practices to have and CQC inspections will pick up on this if the practice does not communicate with the patients.</li> <li>• <b>Robin to forward to Sarah for circulation "What PPG can offer"</b></li> </ul>

<b>7. Surgery News</b>	
<b>Discussion &amp; Actions:</b>  <b>(Actions in bold)</b>	<p><u>Building Work</u> The original builder has pulled out. A new builder is coming tomorrow to look at the work and finalise the plans. This builder is confident that they will complete all work by the end of March. If the work is not completed then the bid will have to be resubmitted for funding and there is no guarantee that this will be successful. This work will take place on 1<sup>st</sup> Floor and Attic and will mean the practice will gain 2 further consulting rooms.</p> <p><u>Rapid Health</u> Seems to be running successfully. The GPs prefer the new system. There still seem to be 20-30 call backs on a Monday but the Care Navigators now have an internal template which asks a few questions then the information is forwarded to the On Call GP for prioritising. This means that the Care Navigators are not spending so much time on each call back. The surgery is receiving 96/98% positive feedback from Friends and Family. One of the queries is "How do I talk to a GP about Blood Test Results". Generally, if there is a problem with any results the GP will contact the patient. Therefore, if nothing is heard then everything is normal. Steph pointed out that patients can ask a Care Navigator if the results are back and they can confirm if everything is Normal. Patients can check on NHS App for results. <b>A piece is to be included in the next newsletter concerning blood test results.</b> Sarah advised that Phoebe is brilliant and explains exactly what the blood test is for, when the results will be back, when to expect a call back and how to check for your own results.</p> <p><u>Staff Changes</u> Dr Blaney finished working at the practice today. The practice is currently recruiting for a replacement. A new GP is currently working at the practice as a locum and will be employed full time shortly. The practice has recently advertised for a new Practice Manager. Stephen is due to leave on 25<sup>th</sup> March but will stay longer for handover. Emma is due to leave on 5<sup>th</sup> June. The Care Navigator that was recently employed left after a week so the practice will be recruiting again.</p> <p><u>Website</u> Steph has received very little feedback apart from a couple of "greats", which usually means that the site has been received positively.</p>
<b>8. PCN/PPG Group</b>	
<b>Discussion &amp; Actions:</b>	Nothing really to report, Dr Lawton will arrange another development meeting for INT. 5 representatives from the PPGs turned up for the first meeting that Martin & Robin arranged and Richard from Sherbourne Practice offered to be chair and represent the PPGs on the INT.
<b>9. Total Triage Patient Survey Update</b>	
<b>Discussion &amp; Actions:</b>  <b>(Actions in bold)</b>	<ul style="list-style-type: none"> <li>• Nothing so far had been arranged. <b>Those volunteers need to meet and get things progressing (Martin, Jean, Ronnie, Amy, Pauline).</b> Martin asked Stephen what he wanted the survey to achieve. Stephen suggested the following would be useful: <ul style="list-style-type: none"> <li>○ Have the patients used the new system and if so how many times.</li> <li>○ What are the patients trying to do on the new system</li> <li>○ What have they found challenging</li> <li>○ If their experience on the telephone has improved since new system implemented.</li> </ul> </li> <li>• Vehicle – Survey Monkey <ul style="list-style-type: none"> <li>○ Sent out by newsletter</li> <li>○ Send a sample by email/SMS</li> <li>○ TV Screens in waiting room</li> <li>○ Paper copy in Surgery</li> <li>○ Target those patients that have used Rapid Health in last few months</li> </ul> </li> </ul>
<b>10. NHS App Project Update</b>	
<b>Discussion &amp; Actions:</b>  <b>(Actions in bold)</b>	<ul style="list-style-type: none"> <li>• Volunteers have been trained by the Digital Champions</li> <li>• Tomorrow the first training will be delivered to patients by Digital Champions with the Volunteers observing (12 places)</li> <li>• 18<sup>th</sup> February Volunteers to deliver session observed by Digital Champions (30 places)</li> </ul> <p>This project is on track and going well. There are posters advertising this in the surgery. This is the first time the Digital Champions have delivered the training this way.</p>
<b>11. Friends &amp; Family Data</b>	
<b>Discussion &amp; Actions:</b>  <b>(Actions in bold)</b>	Heather advised that in December the majority of the comments were positive, one negative comment was that you can't get to see the Dr that the patient wanted to see. In November there were more negative comments, mainly regarding the new system, people don't like change!

	<p>Friends and Family questionnaire is only sent to those patients that have received face to face appointments and not telephone appointments. In October more patients received the questionnaire because of the vaccine programmes.</p> <p>Amy, Heather &amp; Sam to pull together themes and share quarterly and hopefully give feedback to those people with comments in the newsletter.</p>
<b>12. February Newsletter</b>	
<b>Discussion &amp; Actions: (Actions in bold)</b>	<ul style="list-style-type: none"> <li>• NHS App (Robin)</li> <li>• Annual Report (Martin)</li> <li>• Blood Tests (Amy)</li> <li>• Building Work/Drawings</li> <li>• Reception Refurbishment (Stephen)</li> <li>• Jess's Rule (Stephanie)</li> </ul>
<b>13. Dates for Next Meetings</b> (to be held at CLMP @ 17.00-18.30 hours) <b>PLEASE ADD TO YOUR DIARY NOW</b>	
	<ul style="list-style-type: none"> <li>• March 3<sup>rd</sup></li> <li>• April 14<sup>th</sup></li> <li>• June 2<sup>nd</sup></li> </ul>
<b>14. AOB:</b>	
<b>Discussion &amp; Actions: (Actions in Bold)</b>	<p>Stephanie asked how the practice were managing Jess's Rule. Stephen advised that the practice had received a letter from Wes Streeting with a poster. This is due to be discussed at the Partner's meeting on Monday. Posters will go up in each consulting room. <b>A link is to be included in the next newsletter.</b></p> <p>Colin advised that free grants for Defib units were available from The British Heart Foundation. GP practices are not able to have one but Community Halls can request one. Colin will check at St Paul's to see if they have one.</p> <p>Colin to research if the PPG can have some free CPR training.</p>