

Clarendon Lodge PPG Minutes

Date & Time	Tuesday 3 rd March 2026, 17.00-18.30 hours
	Martin Blows (Chair), Robin Verso, Sarah O'Malley, Jean Murphy, Carolyn Pickering, Nigel Fox, Heather Storr, Amy Miller, Colin Davis, Stephanie Buckle, Stephen Gallagher (CLMP Business Manager), Dr Tom Harper (CLMP GP Partner), Sam Petrie, Ronni Nanton
2. Apologies	Peter Beard, Pauline Pears
3. Minutes & Matters Arising from Last Meeting	
Discussion & Actions: (Actions in bold)	<ul style="list-style-type: none"> Colin advised that there are a number of courses available to teach CPR. Red Cross provide a first aid course, including CPR and St John offer a Community Life Saving course. Both of these are chargeable. The British Heart Foundation offers an online course and this is free. It takes about 15 minutes to learn how to save a life and you can receive your own certificate on completion of the course. Further information can be found on their website www.bhf.org.uk. Learn CPR in 15mins for free with RevivR. A number of PPG members were interested in completing this. Nigel also advised that West Midlands Ambulance Service also provides a free course, details can be found at www.wmas.nhs.uk. <p>The Minutes for the meeting on 20th January were accepted as accurate.</p>
4. Correspondence/Feedback from Patients.	
Discussion & Actions: (Actions in bold)	<ul style="list-style-type: none"> Martin had received a couple of correspondences after the recent circulation of the newsletter. One thanked the PPG and expressed how easy and simple it was to book a blood test at Warwick Hospital although they acknowledged there may be an issue with parking. The other person was querying the new form and simplifying it. Queries regarding this had also been received through the Family and Friends Feedback. Members of the PPG asked whether the free text box could be at the top of the form. Stephen pointed out that the Algorithm wouldn't work and that the form is of course not provided by the surgery. It was suggested that a reminder is sent out concerning the process of Rapid Health Total Triage in the next newsletter.
5. NHS App Training Update	
Discussion & Actions: (Actions in bold)	<ul style="list-style-type: none"> Two training sessions had taken place, one run by the Digital Champions with the Volunteers observing and the 2nd run by the Volunteers and the Digital Champions observing. A review meeting had since taken place and it was concluded that this training should continue. The practice would like Bi Monthly Sessions, which will hopefully be held at St Paul's Church. There will be 20 places available per session. The Church would charge £50 per session to hire the room. This would be an annual cost to the practice of £300. This training would be reviewed again in 12 months. Reception would recruit the patients, together with text and email messages sent out to relevant patients and some patients will self-present on seeing promotional campaigns. The Digital Champions liked the way the volunteers had presented the training and the rapport they had with each patient. They have asked the team to promote this training at a conference next week. The patients were well supported and the team had received brilliant feedback. <p>A report for the newsletter together with comments to be produced and a copy held at the practice for CQC.</p>
6. SW Patient Engagement Groups (SWPEG)	
Discussion & Actions: (Actions in bold)	<ul style="list-style-type: none"> No further meeting had taken place since our last PPG Meeting. Two documents had been circulated concerning PPG Benchmarking prior to the meeting. They show how the PPG in our practice stands against other PPGs in the South Warwickshire area. Previously 10 PPGs deemed themselves at level 4 (self-grading against the criteria). Other practices had very active PPGs the same as ours i.e. Shipston. Therefore based on the criteria we are still at level 4 with the Practice. With regard to the PCN we have had some contact concerning the creation of the INTs. Stephen reported that the PCN are going through a transition period becoming one PCN instead of 2. They are currently being pro-active organising the spring Covid Campaign. Jean reported that the PCN have a Facebook account and post regularly on their useful information. Based on the criteria we are still level 1 with the PCN.

7. PPG Constitution	
	Robin had produced a paper based on “Terms of Reference” and not A Constitution. A paper had been circulated prior to the meeting. It contains lots of detail including Expectations of PPG Members and the Practice. Sarah to forward a copy to Stephen & Dr Harper for review. Please email any comments to Robin and these will be considered, amendments made and the document will be brought back to the next meeting for ratification.
8. Surgery News	
Discussion & Actions: (Actions in bold)	<p><u>Building Work</u> The work is due to start 12.3.26. The first work will create additional access to the current large consulting room. Work will then concentrate on creating the new consulting room in the current upstairs waiting room, ensuring that the practice will not lose a consulting room during the building work. There will be some impact on patients and at times patients may need to use the back stairs. The stud work will be completed out of hours. The plans were circulated for all members to see and these will be added to the TV screens in the waiting rooms.</p> <p><u>Rapid Health</u> Busy as usual. As far as telephone calls are concerned the system is showing great results, the abandon rate on the telephones is down from 16% to 3%. Tracy has reported that the phone traffic is saying “Did you receive the form?” A piece to go in the newsletter stating please check your emails before phoning and asking if the form had been received. The Practice have been trialling pre booking appointments with Paul (Physio), they may roll this out for other practitioners. Paul loves the system. GPs are generally on board with it, although it is not perfect. The fact that the system triages patients is helpful.</p> <p>A discussion took place concerning a report that had been carried out by IPSO regarding a Health Study. A number of members had read this report. Robin stated we have a great service from our practice and Stephanie echoed this.</p> <p><u>Staff Changes</u></p> <ul style="list-style-type: none"> • Brian Dandaula has been appointed as the new Practice Manager. He currently works in a dispensing practice in Derbyshire. He will commence work in May but prior to that will be working one day a week with Stephen to complete a handover. He will be relocating as his partner works at Warwick Hospital. He is very enthusiastic and pro PPGs. • Nurse – Vicky has commenced work at the practice today, she is currently being trained up to work in the practice as she has come from secondary care. • Care Navigator – Ben has been appointed • GP – Practice currently recruiting to cover Maternity Leave <p><u>Carers Project</u> The surgery now has someone prepared to take the lead with regard to Carers within the practice. Robin asked for volunteers to work on the Carers Project to ensure that Carers get the necessary care and support. Ronni, Amy, Heather & Carolyn volunteered. Stephen has a Carers register but this is not up to date. Martin suggested that a prompt to register as a carer be added to the Total Triage Survey. Stephen will initiate a meeting between the member of staff and the volunteers. The project will be based on information received from the Shipston Carers Project.</p>
9. INT Meeting	
Discussion & Actions:	Richard Brookes (Sherbourne Practice) & Robin represent the Leamington PPGs and have attended 2 meetings to contribute to the development of the Integrated Neighbourhood Team, along with representatives from ICB, SWFT, CWPT, GPs, Local Authorities, CAVA, Care Providers, Opticians, and Pharmacists. It is still embryonic and not clear whether the INT will be active to integrate all bodies or upstream as a preventative body. Dr Oliver Lawton is leading on this initiative.
10. Total Triage Patient Survey Update	
Discussion & Actions: (Actions in bold)	A paper had been circulated prior to the meeting with suggested questions to ask. The working team decided that this should not be too long and should ensure that this is based on the Total Triage System and not the form. Sarah suggested that a question should be included asking the person’s age. She also passed printed feedback to Amy from Pauline and Peter for consideration. The team is to move forward to production of the survey ensuring that this is suitable also as a paper version.
11. Noticeboards & Leaflets	
Discussion & Actions:	Carolyn asked if anyone had any ideas as to how to change the notice boards. She asked if members thought having photographs of the PPG Members on it was appropriate. Some

(Actions in bold)	members thought this was not a good idea as it was difficult to ensure that it was always kept up to date. The NHS App Training needs to be included, advertising the dates for the next 12 months. Martin will produce a poster. Carolyn asked if anyone should have any other suggestions then to email her.
12. Park Run 28.3.26 & NHS App	
Discussion & Actions:	Volunteers were required to attend the Leamington Park Run to hand out leaflets promoting the benefits in having/using the NHS App. Hussain will be at the event and will give a talk over the megaphone prior to the start of the run. Martin advised he will attend.
(Actions in bold)	
13. Friends and Family Data	
Discussion & Actions	There was not a lot to report for January. The team are currently in the process of collating comments into "themes" i.e. Rapid Health Total Triage, Blood Tests. Sam will look at a way to publish this information. The February data had just been received.
14. March Newsletter	
Discussion & Actions: (Actions in bold)	<ul style="list-style-type: none"> • Surgery News (Stephen) • NHS App Training & Comments (Robin) • Jess's Rule (Stephen to follow up report already submitted to practice) • Stephen's retirement • Rapid Health – Reminder about the process, include advice that patients should check they have received a confirmation email once the form has been submitted prior to ringing the practice to establish if their form has been received. Patients will not receive a text message.
15. Dates for Next Meetings (to be held at CLMP @ 17.00-18.30 hours) PLEASE ADD TO YOUR DIARY NOW	
	<ul style="list-style-type: none"> • April 14th • June 2nd • July 28th
14. AOB:	
Discussion & Actions:	A couple of past PPG members joined the meeting and a presentation was made to Stephen as this was his last PPG meeting. Stephen will be retiring from the practice later this month. Martin thanked Stephen for his commitment to the PPG.