

Clarendon Lodge PPG Minutes

Date & Time	Tuesday 14 th April 2026, 17.00-18.30 hours
	Martin Blows (Chair), Robin Verso, Sarah O'Malley, Jean Murphy, Carolyn Pickering, Nigel Fox, Heather Storr, Stephanie Buckle, Ronni Nanton, Stephanie Parker (Operations Manager, CLMP), Peter Beard
2. Apologies	Pauline Pears, Amy Miller, Sam Petrie, GPs, Colin Davis
3. Minutes & Matters Arising from Last Meeting	
Discussion & Actions: (Actions in bold)	The Minutes for the meeting on 3rd March were accepted as accurate. Robin raised the following from the March Action Log. 15.4.25 – “How to assist Patients that are digitally excluded” can now be removed as this is happening through the NHS App Training. Sarah to remove. 10.6.25 – “Increase Capacity to contact Patients via Email” Stephen was looking into this as Emma finds this frustrating, as only a number of emails can be sent at once. There are ways that this can be done using EMIS at a cost, Martin has looked into this. Stephanie was asked to look at this. She advised that messaging Patients via text message also costs the practice. 3.3.26 Carers Project this was now on hold again as the staff member that had been identified to organise this project has now left the practice. - Martin has provided leaflets to go on reception with regard to NHS App Training. Stephanie suggested that Martin send the master copy to Tracy in order that she can print these out and ensure leaflets are always there.
4. Correspondence/Feedback from Patients.	
Discussion & Actions: (Actions in bold)	The only item raised by patients was about pictures of GPs in the practice. It was also pointed out that these have not been updated on the Website. Steph will try and get this organised.
5. SW Patient Engagement Groups (SWPEG)	
Discussion & Actions: (Actions in bold)	- The minutes from the last SWPEG meeting were circulated prior to the meeting. - Robin felt that there was nothing significant that he needed to draw attention to. He reminded everyone that SWPEG was a meeting of representatives from PPGs across South Warwickshire. There were 31 practices and 18 representatives attend. The group support each other and each PPG representative is asked to provide a written report.
6. PPG Terms of Reference	
Discussion & Actions: (Actions in bold)	- Stephanie had made one amendment to paragraph 5.1. PPG Meetings should be attended by at least one member of the Practice Management Team. Steph advised that these had not been signed off by the practice and she would chase this up with Tom. - Robin drew the attention of the group to paragraph 9. He advised that these are expectations and not rules. He said that it was important that everyone had an opportunity to contribute.
7. Surgery News	
Discussion & Actions: (Actions in bold)	<u>Staffing Changes</u> - Dr Birch is going on Maternity Leave. Two GPs will be covering Part-time. Dr Javed who is newly qualified and Dr Roberts who is experienced. They will be starting on Monday next week but working different hours. They will cover the Ward Rounds. All GPs in the practice work 3 days as they have other commitments. - Reception is currently in a good place and is being well managed by Tracy. - Currently recruiting for Admin role <u>Building Work</u> The consulting room in the old waiting room has been built. Once this is up and running Dr Fullbrook's old room will be split in two, this is to ensure that the practice doesn't lose a consulting room. The work is due to be completed by May. <u>Carers Project</u> See above note. Steph advised that the practice had identified a couple of potential staff members but they still need to be asked.
8. Total Triage Patient Survey Update	
Discussion & Actions:	Martin circulated 2 paper versions of the proposed Total Triage Patient Survey, version 2 contained some amendments suggested by Steph. The online version will be an exact replica of the paper version. A lengthy discussion took place. A number of points were raised: The response boxes should all read the same way – poor to excellent, not confident to confident.

	- The project group needed to think about what they wanted to achieve from the survey. Steph advised that from the practice they would like to have the results currently, showing the patient's experience, continuity of care and repeat appointments. She felt that it would be useful to redo the survey in 6 months to compare the results. - Q21. Was to be amended to "On behalf of someone else" - Delete Q25. - Q26. To just state "Do you consider yourself to have any additional needs that affect using online systems?" - How the survey is to be distributed to patients. Stephen had suggested the practice could send it by email to those patients that have used the Total Triage system. Would a paper version then be required? A small group need to look at all the above (Original team plus Steph and Martin) and to pilot the electronic version.
9. NHS Training App Update	
Discussion & Actions: (Actions in bold)	- It was confirmed that there were now 5 fully trained volunteers, 1 partially and 1 not trained. These include Nigel and Martin from the PPG. - A schedule of bi-monthly sessions would take place at St Pauls Church at a cost to the practice of £50 per session. - The practice is to recruit patients. Unfortunately, only 5 patients had been recruited for the last session. Robin has requested a meeting with Tracy and Emma to ensure that the practice is proactive in recruitment to ensure 20 patients per session are recruited. - Based on the number of patients last week's session was cancelled at St Pauls and rescheduled to take place at the Surgery. 3 patients actually attended and went away very satisfied with the training.
10. Community Wellbeing Hubs	
Discussion & Actions: (Actions in bold)	- A paper had been circulated prior to the meeting. - The paper contained a timetable of events that were open to anyone to attend. Carolyn will write a report to go in the next newsletter and Steph will try to advertise the timetable on the Surgery's website. Carolyn will also write to Fran Docherty to ask her to come and give a talk to the PPG. - Robin confirmed SWPEG has also received the information to circulate to all patients via PPG groups.
11. Friends and Family Data	
Discussion & Actions	376 responses were received last month. 96% were either good or very good. - One of the comments received expressed how pleased they were with the speed of the response to the online form and that the service was really efficient. The nurses were all named and are "brilliant". - Heather advised that there is less detail in the responses compared to previously. - One patient complained they couldn't see the same GP. Another found the form complicated if you were feeling unwell. It was also mentioned that it was hard to complete the form on the phone if you are deaf. - Heather advised that Friends and Family had been running a while. - It was confirmed that Heather should continue to process the raw data for the time being.
12. CPR Training	
	- All members expressed an interest to attend this training. - Nigel advised that he would be completing this training with his running club on the following evening. The training provider was West Midlands Ambulance Service Community Lifesaver Scheme. He will feedback to the group as to how the session went, size of the room required and what equipment was supplied. - Martin asked that if we found a venue that needed to be paid for would each member be prepared to pay a small cost. Everyone agreed that this would be acceptable.
13. Content for April Newsletter	
Discussion & Actions:	- Total Triage Survey – Martin - Jess' Law – Steph to follow up if the practice is happy with the report Stephanie B wrote and whether it can be published. - Surgery News – Steph - Community Wellbeing Hubs – Carolyn - Advert for NHS App Training – Robin - Total Triage Reminder, to include "Please check your emails to see if the form had been received, prior to contacting the practice". Also advise patients that they can include which clinician they want to see and when they are not available in the free text box - Martin

15. Dates for Next Meetings (to be held at CLMP @ 17.00-18.30 hours). PLEASE ADD TO YOUR DIARY NOW	
	• June 2nd • July 28th (Apologies Ronni) • September 15th
14. AOB:	
Discussion & Actions:	It was suggested that we should include on the next Agenda “How we can engage more patients to receive the PPG newsletter” for a 15-20 mins discussion.