

Clarendon Lodge PPG Minutes

Date & Time	Tuesday 28 th July 2026, 17.00-18.30 hours
	Martin Blows (Chair), Robin Verso, Sarah O'Malley, Jean Murphy, Carolyn Pickering, Heather Storr, Nigel Fox, Pauline Pears, Brian Dandaula (Practice Manager, CLMP)
2. Apologies	Amy Miller, Stephanie Buckle, Ronni Nanton, Colin Davis Martin had spoken with Amy and advised that she hoped to be back with us at the September meeting.
3. Minutes & Matters Arising from Last Meeting	
Discussion & Actions: (Actions in bold)	Item 5. The staff at the ICB would be cut by 50% not 30% as per the previous minutes. All other minutes from 2nd June were accepted as accurate. The Action Log • <u>Recruitment of patients for the NHS App Training.</u> Brian had requested an update from Tracy as to how many patients had signed up for the next round of training. Martin had previously asked and only 2 patients had signed up. Brian reported that another batch of patients would be contacted tomorrow. Robin suggested that a specific age range should be targeted. Brian to follow up numbers with Tracy and advise. • <u>PPG Terms of Reference</u> - These had now been signed off by the practice. • <u>Total Triage Patient Survey</u> – No progress has been made with this. Brian has asked for us to bear with him. He will follow this up with Steph and hopes to have made progress with this by the next meeting. • <u>CPR Training</u> – Nigel had tried both by telephone and email to contact the man who had provided the training to his running club without success, he will continue to follow up. • <u>Friends & Family</u> – Stephanie Parker has now been identified as the individual to oversee this information internally. She will be supported by Emma every other week and the details will be forwarded to the PPG once this information has been collated. • <u>July Newsletter</u> – Martin had pulled together the information that he had, including an update from Brian and distributed it to all recipients. He had included a piece about Bridget as he felt that we should celebrate the long-term input by her on the PPG. • <u>Photos of Staff on Website and in the Surgery.</u> There is a reluctance for staff to have their photo taken and included on both. Brian advised that he felt that they should include those staff that were willing and those that are less willing to leave off. He explained some of the staff's resistance and this was accepted by the members. It was noted that Gender of staff now appear on the website. Sarah to consolidate the Action Log.
4. Correspondence/Feedback from Patients.	
Discussion & Actions: (Actions in bold)	• A patient had contacted the surgery to register his Lasting Power of Attorney (LPA) using a code which organisations can use to access this. This code has been available to anyone since 2016. He was very surprised to learn that this practice doesn't use this system and he needed to take the whole document into the surgery for copying. • Brian advised that this needs to be ran past the PCN and ICB to establish if there is a process in place for doing this. • Martin asked if there was a way on EMIS of recording LPAs. Brian will need to look at this. Brian is hoping to raise this at the next PCN meeting on 28th September. It was suggested that once a process has been put in place then a report needs to be included in the PPG Newsletter.
5. SW Patient Engagement Groups (SWPEG)	
Discussion & Actions: (Actions in bold)	• SWPEG would be sending out 2 surveys, one to PPG groups and one to Practices. This is to establish what the PPG does in each practice and if any support is needed to set up a PPG. It is a contractual requirement for each practice to have a PPG and CQC during their inspection will look for evidence of this patient contribution. • The group received a presentation from Coventry & Warwickshire Partnership Trust on Mental Health. See attached link to the presentation. If a patient has mental health issues and they are in crisis then they get an assessment immediately. SWPEG are waiting for information with regard to waiting times but it could take 6-12 months for a young person to receive any assistance. Support is available from other organisations whilst they are waiting. • They also received a presentation from the Digital Champions who used Clarendon Lodge as a model. • Discussion also took place concerning GDPR.

6. Privacy Policy for PPG Newsletter & Mailchimp, date we collect	
Discussion & Actions (Actions in bold)	Two papers were circulated prior to the meeting. • Martin highlighted his concern as to whether we were meeting GDPR requirements for a patient newsletter. This was nothing to do with the Surgery as the newsletter is currently compiled by the PPG and only he and Amy had access to the database. • During his research he found that when a person unsubscribes their data is archived until he completely deletes this from Mailchimp, which he has now done. This should be carried out at least yearly if not sooner. • We should only collect data that is necessary i.e. name and email addresses. Currently we collect age bands and gender. Age bands become irrelevant over time as we never update this information and the gender we have never used. It was agreed by all that these two pieces of data are removed. • We should include in the footer of every email a PPG Privacy notice.
7. Surgery News	
Discussion & Actions: (Actions in bold)	<u>Staffing Changes</u> • The practice is currently recruiting for another Advanced Nurse Practitioner (ANP). Victoria is one of the current ANPs is taking a year out and moving to Italy. They are also recruiting for a care navigator and someone for Admin support. • Sophie Daly, a paramedic, who is currently employed by the PCN, will be moving to the practice as an Advanced Clinical Practitioner (ACP). She will see Acute Patients as well as other patients with day-to-day issues. These patients will be triaged to her by the on-call GPs who receive all total triage forms. • A general discussion took place as to whether patients have the choice to request a GP rather than ANP or ACP. • The Partners have authorised that each staff member receive a well-being day. This day will be added to their Annual Leave Entitlement and they can choose when they use it. <u>Practice Development</u> The practice will be reviewing the fee for private letters. It won't be a significant increase. The last time this was reviewed was three years ago. <u>Building Work</u> The building work has all been completed. The surgery now has two extra consultation rooms and Steph's office is complete. <u>CQC Standards</u> • Brian has spent a considerable amount of his time since joining the practice ensuring that the practice is ready for a CQC inspection. He advised that the practice will be inspected in due course as they have not had an inspection since 2016. They have used an outside agency to assist with ensuring all the necessary policies etc. have been updated. They will carry out a mock inspection. • He explained how an inspection is currently carried out. Previously the inspectors would attend the practice for a couple of days and the inspection was 90% paper based. Now the process is carried out digitally. The practice will be given a week's notice. The inspectors will want to access all the online systems Temnet platform which includes staff absences, holidays, fire drills, fire risk; Microsoft Teams and MJog (Friends & Family Tests). An Inspector would probably just spend one day actually in the surgery provided they were happy with all the online information. • The CQC Inspectors will want to talk to Staff members, Stakeholders and Patients. The Patients point of view will include talking to the PPG, looking at PPG Newsletters and Minutes. They will also consider patient Friends and Family reviews and the latest National Survey. Sarah to request that Steph downloads all the latest minutes to the Surgery Website. <u>National Survey</u> The survey results were not outstanding. Of the 373 patients contacted, 105 replied which gives an overall completion rate of 28% which is in line with other practices. The survey is to be looked at in more detail at the next meeting, comparing it to other local practices. A link to be included with the next Agenda for everyone to consider in preparation for discussion at the next meeting. <u>Carers Project</u> Alison White has been identified as the member of staff to take responsibility for the Carer's Project and Freedom to Speak Up Guardian. Robin advised that a few members of the PPG are prepared to meet with Alison to help and support with identifying more patients in the practice that are Carers and how we can support them.

	Jean advised that two papers have been published recently regarding unpaid carers, please scan the attached links for more information: Government Unpaid Action Plan  Partners in Care and Health – Improving support for unpaid carers 
8. Expanding the Newsletter to a joint one with CLMP & How to increase distribution to more Patients.	
Discussion & Actions:	- The practice newsletter is currently compiled and distributed by PPG. We currently include items that the practice asks us to include i.e. staffing updates, vaccination programs. - A discussion took place and it was suggested the name of the newsletter be changed to “Surgery news brought to you by the PPG”. Martin to look at a new header. - It was suggested that the PPG continue to produce the newsletter (Martin would then keep editorial control) and look at ways in which the surgery can circulate this on our behalf, in order that we reach a higher number of patients. Robin to make enquiries as to what other PPGs/Practices do and how they reach a greater number of patients.
9. NHS App Training Update	
Discussion & Actions:	See above in Action Log
10. Friends & Family Data	
Discussion & Actions: (Actions in bold)	See above in Action Log. Martin requested that Heather rolls all the data, when received, into just one report.
11. Content suggestions for August Newsletter	
Discussion & Actions	- Surgery News - Brian - GP Practices providing specialist services in Coventry & Warwickshire i.e. Dermatology - Jean - M4D Radio – Music for people living with Dementia – Jean - Movers & Shakers - Pauline
12. Update on Repeat Medication Leaflet from Warwick Hospital	
	Carolyn reminded everyone about the process for ordering repeat medication. The hospital put patients on medication which can initially be obtained from the hospital pharmacy. Once discharged the responsibility is down to your GP and patients must ask their GP for repeat medication. Robin highlighted that this only works correctly if the GP surgery has received a letter advising them of this change by the hospital. Carolyn will continue to follow up.
13. Dates for Next Meetings (to be held at CLMP @ 17.00-18.30 hours). PLEASE ADD TO YOUR DIARY NOW	
	- Tuesday 15th September - Tuesday 3rd November - Tuesday 15th December
14. AOB:	
Discussion & Actions:	First Contact Physio (FCP). Pauline reported that there was nothing about this on the practice’s website. She asked “What is the correct procedure to be seen by FCP? Should she complete a Total Triage Form?”. She advised that she had spoken with a Care Navigator in the Surgery who had given her an appointment. Brian advised that the FCP is not a core member of staff and is employed by the PCN. He works at a number of practices. Brian to establish the correct procedure.