

CLARENDON LODGE PATIENTS PARTICIPATION GROUP

NOTES OF MEETING 5 June 2018

Present : Michael Pearson (Chair), John Pickering, Martin Blows, Ann James, Dorrette McAuslan, Bridget Winn, Maureen Hirsch, Sam Glover, Judith Clark, Stephen Gallagher (Practice Manager), Dr Mulley,

Apologies: Marcia Davis

Judith Clark was welcomed as a new member.

Notes of last meeting

These were approved. To be put on the website.

AOB

None

Meetings attended

Michael reported that he was still attending the GP Federation Extended Access meetings in connection with their bid for the contract. The GP Federation have submitted the bid with the full support of Care UK and SWFT. The GP Federation will be the contract holder and service provider with collaboration and support from the other two providers.

Michael also said that he was involved with Healthwatch in setting up a standing conference on patient participation. He will be seeking ideas from member shortly.

Invited Guest Presentation

Joanna Fleming and Helen Atherton joined the meeting. They were researchers from the Warwick Medical School at the University of Warwick and were looking to develop a project bid on the effect of telephone triage on older people. As Clarendon Lodge had introduced such a system recently they were interested to learn about how older people were coping with the GP Direct arrangements.

A good discussion was held on the subject. Members clearly felt that older people were benefiting from the new system and those of working age may possibly be at a slight disadvantage. However it was pointed out that the system itself was very flexible and could respond to issues causing concern to patients. The PPG had an important role in assisting patients get the best out of the new system and alerting the Practice to any patient concerns.

Joanna and Helen thanked the meeting for a very useful discussion and promised to keep members informed about progress with the project bid.

Practice Managers Report.

Dr Mulley will be retiring later next year.

New reception staff and a new nursing manager now appointed.

Kerry Bishop from the reception staff has taken up the new post of Prescriptions manager working directly to the Practice pharmacist.

The NHS has set targets for patient use of on line services. Around 18% of patients now have an account which they use regularly. **Judith** said she would be interested in setting up an account and agreed to report back to the group on how easy it was to do this.

The survey mirroring the NHS annual survey had now been completed with an excellent response. Stephen thanked Sam for his efforts in getting the survey off the ground. The results were now in

and Stephen felt it important the PPG should analyse the findings and report back on any issues arising.

A small project group was set up with **Martin, Dorrette, Bridget and Maureen** will arrange to meet and produce a report on their analysis of the survey results.

PPG activity log

Michael said that he would keep the log on the agenda as a standing item as it was useful to look at how the PPG was adding value to the Practice. There was some concern about the Reminiscence Project and the lack of take up from the Residential and Nursing Homes.

Sam agreed to monitor the website and report on its use by our patients and the public in general.

Ann said that she was more than willing to be involved in the Carers group once it was re-established at the Practice.

The Newsletter

Martin explained the new proposal for the newsletter and shared the intended format with members. All agreed that a shorter more frequent newsletter would be a good idea. **Martin** said that following the meeting he would be in a position to distribute the first new version. All subscribers would hopefully receive the new version within the next few days. It was anticipated that the newsletter would be published on a monthly basis.

Meeting finished at 7.45pm.

Next meeting:- Tuesday July 31st at 6pm.