

CLARENDON LODGE PATIENTS PARTICIPATION GROUP

MINUTES OF MEETING 20/08/13

Present: Michael Pearson(Chair), Brian Gould (Secretary), Sally Jury, John Pickering, Kate Sayer, Maureen Hirsch, Martin Merson, Ron Buyers.

Apologies: Stephen Gallagher, Emma Hadden, Anthony Cox, Bridget Winn, Sam Grover, Ann James

Minutes of last meeting and matters arising

Maureen reiterated our need for a chart showing the organisation of the CCG.

It was agreed that someone from the CCG should come to the next meeting and explain their role and how it fits with the wider NHS changes.

The Chair had met with Healthwatch Warwickshire. They would offer support and advice to our project on the involvement of younger patients.

It appears that only six practices in Warwickshire claimed to have no PPG but the Chair said we needed to have a list of PPGs so support groups can be developed. The CCG Patients group is looking into this possibility

The Chair thanked everyone who had sent him their views on local health services. The CCG Patients group will be considering these at the next meeting

The minutes were approved

Work Planning

Premises

John had spoken to Stephen (Practice Manager) about the issues relating to obtaining new premises. It was felt that other routes to enable more lobbying should be followed . John was also to examine other possibilities. The Chair asked John to chase up the letter that he sent to the LAT.

Action : John

Practice/PPG Web Site

The web sitepage for the PPG is now operational and the Chair thanked Sam and Stephen for the work they had put in for its creation. Maureen pointed out that there were still some corrections needed. Stephen to be responsible for any entries into the PPG web site page.

Action: Sam/Stephen

Reception areas observation report

The Chair thanked the practice for implementing the issues raised in Sally's report. Stephen had written to say the handrail on the stairs was out for quotes. Sally would like reception areas to remain on future agendas as there were still some further issues around that may need looking at.

Action: Sally/Stephen

Patients Reference Group

Twelve people had now replied with their acceptance of membership of the PRG. Kate volunteered to look at how best to communicate with the reference group. The Chair asked for members of the Group to attend the flu clinic on the 28th September to request patients to join. For finalisation at the next meeting.

Action: Kate/Group

Involvement of Younger People

Bridget was not present at the meeting so discussion was held over to the next meeting.

Action: Bridget

Newsletter

There was a positive acceptance of Anthony's suggestions on the Newsletter. And it was noted that Sam had offered help in its publication.

Action : Anthony, Sam

Disclosure of information

An article had been sent to the group on this subject. The Group agreed to be on their guard against pharmaceutical companies who may approach them as warned by Kate.

GP/Patient ratios

Martin shared some research he has done on the ratio of doctors to patient numbers which showed that British doctors ratio to patients was very low and half that of Germany. Information from Stephen stated that the practice has 12,585 patients. GP resource (excluding GP Registrars) is currently 6.5 whole time equivalent (WTE). This gives us a WTE/Patient ratio of 1,936 per GP.

Removing salaried GPs from the calculation changes this figure to 2,397 per GP. The Chair thanked Martin for his research. A discussion took place about GP ratios across the 36 practices in Warwickshire. Could any comparisons be made with our Practice. The Chair would ask whether any statistics are kept by the Clinical Support Units.

Action : Chair

Patient Questionnaire

Stephen had contacted the PPG as he felt that the Group should be involved in discussing the next questionnaire by the Practice . The group felt that the questionnaire could be shortened as most issues had been identified over the last two years and there would be no need to repeat all of the questionnaire again. The Chair to consider this and send some suggestions to the group for comment.

AOB

It was suggested that a local pharmacist should be invited to come and talk to the Group. The Chair will discuss this with Stephen.

The Group requested that the Practice always makes sure that the front entrance is made available to them when leaving the meetings.

Action:- Chair.

Meeting ended at 7.45pm

Date of next meeting- Tuesday 24th September at 6.15pm

Next proposed dates- 22nd October and 19th November.

Abbreviations

CCG – Clinical Commissioning Group

LAT – Local Area team NHS (England)

PPG – Patients Participation Group

PRG – Patients Reference Group – a virtual group providing feedback to the PPG.