

CLARENDON LODGE PATIENTS PARTICIPATION GROUP

MINUTES OF MEETING 26/08/14

Present: Michael Pearson (Chair), Ann James, Stephen Gallagher (Practice Manager), Maureen Hirsch, Sam Grover, Bridget Winn

Apologies: Anthony Cox, John Pickering, Martin Blows, Anna Pollert, Martin Merson.

Jean Quinn has resigned

Notes of last meeting

These were agreed to be an accurate record of the previous meeting 22/07/14

Matters arising

Not all the actions from the action plan have been implemented. Discussions are taking place about the idea that when patients phone for an appointment there will be a message suggesting that if the appointment is non-urgent, then they should phone later in the morning. This is being mooted as a way of avoiding the 8 o'clock rush. A decision will be made 5/9/14. If it goes ahead there will be a 4 - 8 week pilot.

Meetings attended by members

Maureen Hirsch attended the Diabetes Group. 55 people were invited to attend the meeting which was to discuss how services could be improved. Only 4 people attended.

Future Meetings and AOB

September 30th

November 11th

December 9th (Christmas biscuits)

Michael's CCG PPPG sub group has asked what the LAT have planned for Primary Care. The group was informed of the following :

- NHS England has stopped the LAT from developing a local strategy because it has been decided that there will be joint commissioning with the CGC.
- there will be no funds available for capital expenditure. The third party option is very unlikely to be possible.
- NHSE are looking to GP practices to come up with innovative ideas to manage the increasing number of patients (e.g. using spaces in pharmacies to be used for GP consultations)

It was agreed that it will be very difficult for doctors to maintain the quality of care within the context of diminishing resources. In addition most surgeries in North and South Warwickshire are over capacity.

The proposed introduction of physician assistants was queried and may be discussed at a future meeting.

Work Planning

- Newsletter: The content and presentation of the newsletter met with approval. The Newsletter will be run by Anthony as editor with Martin and Michael assisting as necessary.
- Children and Young People's views project: there have been no responses so far. Michael will invite the new Healthwatch person to a future meeting.

PPG notices in waiting rooms

The Practice Manager said that the PPG could continue to use the notice boards in the waiting rooms. Hard copy of the newsletters are now available in the waiting area.

Primary Care strategy

The information outlined in AOB above was raised. There was some discussion about confidentiality and how far the PPG was bound by this in relation to general and national issues. This was unresolved.

Michael will raise with CCG about the extent to which the information about the LAT and the Local Strategy is public knowledge.

Stephen would consult with the partners about their views on the PPG expressing opinions through the Newsletter concerning the difficult Primary care situation and underfunding.

Michael will forward the information about the LAT to members of the PPG.

Communication with Patients

A request was made for the email addresses of patients to be asked for when the practice asks for updated information from patients so that the Newsletter can be forwarded by email.

Stephen will put a slip in with the letter inviting patients to the flu clinic. The slip will give details of the PPG and how to access it and the Newsletter. This can be done if the new machine will allow it! Bridget and Ann offered to help with guillotining the paper (3 or 4 per page). There will be in excess of 3,600 letters. Michael agreed to design a suitable flier with Sam's help and get it to Stephen asap.

Practice News

- CQC inspection. The report has now been published and the PPG members have been provided with copies. The PPG felt that the report was a fair reflection of the service provided and would like to congratulate the Partners and staff of Clarendon Lodge for making such an excellent report possible.
- Enhanced Services: the Practice has decided to continue to provide them. Although most of these services are funded by the NHS not all are cost effective for the Practice. The Practice is facing huge increase in the cost of the software for Warfarin management. It is likely that some practices will decide not to continue with this service because of the cost
- PPG plan: this needs considerable thought. Michael and Stephen will meet to agree an overall structure which can be brought to the next meeting on September 30th. Michael will send information to PPG members prior to the meeting. The plan is not required until March 2015.
- Friends and Family Test: this will not be in place until December.

Meeting closed at 7.45pm

**PLEASE NOTE NEXT MEETING IS AT 6.15pm on TUESDAY
30th SEPTEMBER**