

CLARENDON LODGE PATIENTS PARTICIPATION GROUP

NOTES OF MEETING April 9 2019

Present : Michael Pearson (Chair), Maureen Hirsch, Dorrette McAuslan, Marcia Davis, John Pickering, Sam Glover, Emma Haddon (Office Manager), Dr Hussein Al-Zebaidi.

Apologies: Ann James, Bridget Winn, Martin Blows, Judith Clark, Stephen Gallagher.

Notes of last meeting

Agreed and to be put on the website.

Meetings attended or attending.

Michael reported that the Healthwatch Conference arranged for the 17 May will be held in Woolston. Sir Chris Ham will not now be able to give the keynote speech due to being called up for jury duty. He is likely to ask his senior staff to attend. Sir Chris Ham, previously of the Kings Fund, is now the independent chair of the Coventry and Warwickshire sustainability and transformation partnership. (STP).

Any other business

Dorrette reported difficulties in receiving PPG information. Michael agreed to check all PPG members e mail addresses for accuracy.

Activity List

No new projects added since last PPG meeting

Website presentation by Dr Al-Zebaidi.

Dr Al-Zebaidi showed the group his pages from the Clarendon Lodge website that he had been working on. A great deal of work had gone into developing the pages. The idea was to create a modern up to date website that would enable patients to use the information in order to create a self care culture. The pages were designed to be user friendly and easy to access. By clicking on the various images patients would be able to obtain information in an easily understandable way, All the information presented is already available on the internet but the intention is that Clarendon Lodge website puts all the information together to assist their patients.

Dr Al-Zebaidi stated that he was being allowed time to develop the website and keep it up to date. He urged the PPG members to visit the website and let him know of any views or comments. Michael said that the newsletter could be used to encourage patients to make comments and assist in its development. The PPG members thanked Dr Al-Zebaidi for his excellent work and stated that they fully support his intention to create such a useful website.

The PPG questionnaire on the new appointment system.

As agreed Stephen had recently sent out the original questionnaire designed by the PPG in order to check on the patients experience of the new system now that it was fully bedded in. The results were now back and Stephen had distributed the data to PPG members. Michael went through the seven questions listed on the questionnaire.

It was gratifying to note that almost 80% of respondents prefer the new system. However it was noted that there was a significant number of respondents (some 20%) that were waiting for over 5 minutes on the phone. This may be due to the fact that over 60% of respondents were still attempting to contact the surgery in the early morning. Emma reported that although the Monday morning rush

was still there the pressures had eased and plans were in hand to increase resources at critical times. The group felt that patients going on line were receiving an excellent service but those patients, mainly elderly, may be disadvantaged as digital systems became the norm. Emma said that the practice were aware of this and had invested time in helping older people to understand on line systems. However this was proving counterproductive as older patients often forgot what they had been told and needed telling again. John suggested that perhaps the PPG could help in this regard.

Michael stated that there had been over 400 comments made by patients responding to the questionnaire and it is important these were analysed and any recurring themes reported back to the Practice. John and Marcia agreed to work on this by developing a methodology based on categories. It was expected that members of the PPG would help in this by volunteering to take on a fixed number of comments for analysis.

Primary Care networks

Emma explained that all Practices were being encouraged to join together in Primary Care networks consisting of a minimum of 30,000 patients. These networks would then be able to apply for funding to introduce new services for patients, Initially a clinical director, a clinical pharmacist and a social prescriber would be appointed and most of the current DES (direct enhanced services) provided by most of the practices would be managed and paid for by the network. Currently there is a move to create a north Leamington network of just three practices, Clarendon Lodge, Sherbourne and Cubbington, although this has not yet been finalised. There was a lively discussion about the network which was welcomed by the PPG as a way of providing a whole range of services to patients and reducing the dependency on the hospital. Again there was concern about the older patients but networks would eventually be able to employ paramedics to visit the old and housebound patients thus relieving the pressure on GPs. Emma stated that also in the pipeline would be the employment of physician associates and first contact physiotherapists.

It was important to note that all the extra funding for primary care would be provided to these networks and not individual practices. Network practices would have to work together to provide a range of services and patients would access these either through the network practices or at designated venues within the geographical area of the network. The PPG was concerned that this would mean more travelling for patients and perhaps a move away from using just one practice. Michael raised the issue of network PPGs working together. All agreed that this was a good idea and strengthened the patient voice across the network. This will be discussed at the next meeting.

Actions

Michael to establish correct email addresses for PPG members

John and Marcia to work on a methodology for analysing questionnaire comments

Martin to publicise new website in newsletter.

PPG members to monitor new website and comment as necessary to **Michael**.

PPG members to assist in analysis of questionnaire comments when requested

Possibility of network PPGs working together to be on agenda for next meeting

Meeting closed at 7.50pm

Next meeting:- Tuesday 25 June at 6pm.