

CLARENDON LODGE PATIENTS PARTICIPATION GROUP

Interim Meeting

NOTES OF MEETING 20/05/14

Present: Michael Pearson (Chair), Martin Merson, Emma Haddon (Reception Manager), Marcia Davis, Martin Blows, Anthony Cox, John Bennett (PRG)

Apologies: Ron Buyers, Sam Grover, Maureen Hirsch, John Pickering, Ann James, Bridget Winn, Jean Quinn, Anna Pollert.

Welcome and introductions

Michael welcomed John Bennett to the meeting. John is a member of the PRG which acts as a feedback group to the PPG through email communication.

Notes of last meeting

These had been circulated prior to the meeting and published on the website.

Dates of next meeting

It was agreed that the dates for future meetings would be set at the next full meeting on Tuesday 17 June.

Care Quality Commission Inspection Wednesday 21 June.

There was a detailed discussion on the inspection to be carried out tomorrow. This would be the first CQC inspection undergone by the Practice. Emma reported that the Practice was confident of a good outcome. Quite a few members were anxious to contribute. Emma clarified that any member wishing to speak to the inspectors could just turn up tomorrow at reception and they would be seen by the inspectors. **Michael** to send an email to members tonight letting them know they could drop into the surgery tomorrow. However any member that could not attend tomorrow could leave a contact number with Stephen Gallagher, the Practice Manager and an inspector would contact them.

There was a debate on the usefulness of an inspection. Did it just stress the staff for no particular value or would it be a useful exercise. Emma felt that although we had an excellent Practice there were things that could be learned and improved upon as a result of an independent view.

Michael was concerned about the physical environment and the obvious problems with parking, access, lack of a lift and little room for expansion. It was likely the inspectors would

pick up on this. Michael said that the PPG could demonstrate that they had attempted to raise these issues with the NHS but to little effect. He would make sure the inspectors took this on board when he saw them tomorrow.

Warwick DC local plan

Warwick District Council has just produced a draft local plan which details the planning policy for this district for the next 15 years. This plan is now out for consultation. Whereas there are detailed plans for houses, roads, schools and bus routes there is little about the primary health care needs of a growing population in NE Leamington. It is highly unlikely that this Practice or the other practices in the area have been consulted.

From the PPG meetings with the Practice it has become obvious that the current building would be inadequate to cope with growing numbers of patients in the coming years. It is therefore imperative that the planners at the District Council are made aware of this problem and recognise that any Local Plan and the associated Infrastructure Plan must address the issue of Primary Care premises. The outcome of the CQC inspection may well help if it highlights the inadequacies of the building

This issue has been raised at the CCG Public and Patient meetings and a sub group formed to look into the Local Plan and take action over health care issues. Michael said he was a member of this group and would be meeting with the Warwick District policy planning officers on Thursday to learn to what extent they have consulted about the issues raised above. Another problem has been the lack of a Primary Care Strategy for this District. This would probably be the responsibility of the LAT. The sub group will check this out.

The sub group has already met with NHS property services and established a good relationship. However there are still many questions to be resolved and **Michael** will report back to a further meeting on progress.

Members are urged to consider the Local Plan and raise the issue of Primary Care need with the planners or the local councillors. The Warwick District website carries details of where you can look at the plan as well as attending local drop in sessions with council officials.

John suggested a press campaign if we do not make any progress.

Patient Awareness Week

As members of NAAP we are being urged to join in a National Patient Awareness week between 2nd and 7th of June. Michael had circulated a document from NAAP containing various ideas. It was agreed that we would carry out a small scale project to try and encourage people to contribute to the Practice by helping to maintain the excellent service provided. Michael said that there was always a problem of indifference as patients just wanted to come in, get their prescription and leave.

Emma suggested that we could use notice boards in the reception area to promote the PPG. This was agreed and a discussion took place about a form of words most likely to encourage patients to join. **Martin B** agreed to draft something for consideration and would consult with **Michael** on this. It was unlikely that we would be able to hit the NAAP deadline but we would go ahead anyway.

Michael thanked the members for their contributions to a very useful meeting

The meeting closed at 7.45pm

Reminders:-

Next meeting Tuesday 17 June at 6.15pm

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.

NAAP – National Association of Patient Participation Groups.