

Clarendon Lodge PPG Minutes

Date:	6 August 2024
Time:	17.00-18.30 hours
Place:	Clarendon Lodge Medical Practice
Present:	Martin Blows (Chair), Robin Verso (Vice Chair), Gethin Williams, Sarah O'Malley, Bridget Winn, Peter Beard, Caroline Green, Stephen Gallagher (Practice Manager) Also in attendance: Dr Lucy Blunt (CLMP GP)
2. Apologies:	Heather Storr and Julie Taylor
Resignations:	John Pickering has decided to step fown from the PPG making 3 vacancies.
Action Items:	

3. Minutes and Matters Arising from the last meeting

Discussion:	The minutes of the meeting held on 18 June 2024 were accepted as accurate.
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4. Correspondence/Feedback

Discussion:	<p>Correspondence from patients and the replies from the chair had been circulated prior to the meeting.</p> <ul style="list-style-type: none"> Recent patient correspondence has been mostly concerning Patient Access and in particular issues regarding the need for the installation of an authenticator app to use Patient Access on a phone. It was noted that this was a problem for patients without a smart phone so was affecting older patents more than younger ones.
Action Items:	Martin will include an article containing a User Guide for NHS App in the next PPG Newsletter.

5. Surgery News and Update

Discussion:	<ul style="list-style-type: none"> GP Industrial Action Stephen confirmed that the GPs at CLMP will support their colleagues by joining in the planned industrial action commencing on 12 August 2024. There will be a co-ordinated approach and the GPs will work to rule as recommended by the BMA. This effectively means that patient appointments/contact will be capped at 25 per day rather than the 32 that CLMP GPs currently deal with. Most members of the PPG were very concerned and disappointed that the GPs have chosen to take industrial action and are worried about the impact on patients. There followed discussion about the industrial action resulting in the PPG members voting in favour of a resolution that the partners of CLMP should be asked to reconsider their decision and wait for the BMA to fully engage with the new Government before taking industrial action. Annual GP Survey The survey questionnaire was sent to 315 randomly selected patients, many of whom might not have used the surgery for some time. 105 (33%) of these returned a completed form. It was noted that the results were not as good as the last survey carried out in 2018 although they were in line with the national average. The Practice would like to the PPG repeat the survey to patients who have used the practice more recently. The PPG supported this although Martin raised the point that it might not be a good time to repeat the survey if the doctors are taking industrial action National IT Outage Stephen reported that the Practice's Business Continuity Mode was activated resulting in CLMP being able to provide a service which was very near normal despite the outage. However, lessons had been learnt and CLMP is taking steps to address these to protect the Practice further against likely future outages. Staffing CLMP is currently recruiting a new receptionist. The Clinical Team is in place and working well.
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6. Appointment of New PPG Members	
Discussion & Actions:	<ul style="list-style-type: none"> • Stephen has spoken to the mosque and will chase PCN Manager to arrange meeting with all active PPG Groups in area. • Information about the vacancies and the PPG will be circulated on social media, the PPG Newsletter and the PPG Noticeboard in the surgery waiting room. • It was noted that current members wish to establish a more diverse PPG
7. Surgery Phone Message	
Discussion & Actions:	It was agreed that the message is out of date and too long. All options on the message are in fact handled by the same person so the message could be improved. It was suggested that there should be a separate option for blood test results. The Practice is looking at this and will draft a new message to be circulated to members of the PPG for comment.
Actions in bold	
8. Corkhill Awards	
Discussion & Actions:	The Corkhill awards are run by NAPP and the PPG discussed whether they should submit a bid regarding the very successful Pharmacy Review. Stephen supported this saying that the Review made some serious recommendations to improve patient experience and these had been implemented by the Practice.
Actions in bold	Martin and Robin will meet separately to look into this and report back to the PPG.
9. Website Review	
Discussion & Actions:	Martin has received input from some members of the PPG regarding the Website Review and thanked them for their contributions. There is much to be done on the website as many links do not work and information is out of date. Stephen agreed and suggested that the Review is put on hold while the Practice looks at other website providers.
Actions in bold	No further action is required from PPG members regarding the website. Stephen informed the meeting that a text message about Rapid Health is to be sent to all patients.
10. Progress on PPG Projects for 2024/5	
Discussion:	<u>Family and Friends Analysis</u> Bridget confirmed that the initial card sort has been completed and now needs to be computerised using a specific formula which is likely to take some time. Martin offered to help identify a method/short cut to achieve this.
Action items:	Martin will attend the next meeting of the Group.
Discussion:	<u>Pharmacy Review.</u> The leaflet is being worked on and Hub publicity is being discussed in consultation with various people.
Action Items:	
Discussion:	<u>Notice board updates</u> Julie has updated the Noticeboard with new posters and it was agreed that it is now looking much better.
Action Items:	Martin will review what Julie has produced. Stephen will check on the Family and Friends Cards.
11. Content Suggestions for August Newsletter	
Discussion:	The new Hub poster will be included and there will be information about the planned GP industrial action. The User Guide for the NHS app will also be in the next Newsletter.
Action items:	Martin will put together
10. Dates for next meetings	
	Tuesday September 17 th - Apologies from Bridget and Caroline who are unable to attend Tuesday November 5th All meetings to take place 17.00-18.30 hours at CLMP
11. Any Other Business –	
Robin reminded the chair that there should be a regular item on the Agenda for a Report from the SW Patient Engagement Group. The Chair agreed and will add it in the future.	