

CLARENDON LODGE PATIENTS PARTICIPATION GROUP

NOTES OF MEETING July 23rd 2019

Present : Michael Pearson (Chair), Dorrette McAuslan, Marcia Davis, John Pickering, Sam Glover, Ann James, Bridget Winn, Martin Blows, Gethin Williams

Apologies: Maureen Hirsch and Stephen Gallagher

Notes of last meeting

Agreed and to be put on the website.

Any other business

None

New Website

There was a detailed discussion on this issue. There were a number of concerns expressed on the look and the navigation of the new site. Concern was also expressed about the lack of contact between the Practice and the PPG over the website. It was agreed that members would access the website and give their views on the look, ease of navigation and ease of finding specific information. All views to Michael by next week.

FFT report.

It was accepted that the latest FFT was very positive. However members felt that it was the older patients that put forward comments and the younger peoples views were missing. Members thought that the FFT had become outdated in that the same questions were asked again and again. Sam stated that he had now gained access to the FFT database and would be interested in doing an analysis of comments over time. This idea was welcomed by the group. Gethin wished to know if the practice responded positively to patients comments. The group felt they did but concern was raised about patients that worked and were unable to take phone calls during the day. Also some patients had difficulty with phones or might not have a phone. Another long standing issue was the inability of patients to book routine appointments in advance. Michael to check with Stephen regarding how the Practice reviews the new system over time.

Ann and Bridget both expressed an interest in gathering the views of young mums by attending the appropriate clinics. Michael to check with Stephen on this issue.

Michael informed the group the the **new NHS app** is now available for the Practice. Although Patient Access is still the norm for registering for the internet the NHS app does allow you to carry out the same tasks but without necessarily contacting the Practice direct.

Healthwatch Standing Conference.

Michael reported that two conferences had now been held specifically targetted at the patient voice. Stephen, Bridget, Dorrette and Michael had attended one or two of the events. Michael had been invited to speak at the first conference. Bridget reported that the last conference she had attended on 21st June was excellent. It was hoped that the conference would encourage PPGs to engage directly wit the new Primary care Networks to ensure the patient voice influenced the new service delivery arrangements.

Primary Care network meetings.

Following on from the Healthwatch conference North and South Leamington PCNs arranged meetings between the new Clinical Directors and the chairs of the PPGs. Due to the unavailability of Michael, Bridget and Sam attended the meetings in turn. They were both very positive about these meetings and very much welcomed them as a good way on involving the patient representatives. As it was very early days (the PCNs went live on 1 July) there was a considerable degree of uncertainty around but it was felt that this would decrease over time. Both Bridget and Sam felt it essential that these meetings continue on a regular basis

PPG Patient Questionnaire.

A discussion took place on the above. The questionnaire was very limited as it was concerned with patient views about the new system. The views were mainly positive but a number of concerns were raised. Sam had produced the results in graphical form which was welcomed by the group. Sam agreed to provide Martin with a synopsis of the questionnaire results for the newsletter. The question was raised about whether we would be sending out a “shadow” NHS questionnaire as last year. Michael to check with Stephen.

Martin also requested that members send him ideas for the next newsletter.

Date of next meeting

This was agreed as **Tuesday September 10th**

Actions

Website views to Michael – **ALL**

Check how Practice reviews patient concerns – **Michael/Stephen**

Detailed analysis of FFT over time – **Sam**

Engaging with young Mums – **Bridget and Ann**

Synopsis of PPG questionnaire results – **Sam to Martin**

Ideas for next newsletter – **All to Martin**

Meeting closed at 7.50pm

Next meeting:- Tuesday 10 September at 6pm.