

CLARENDON LODGE PATIENTS PARTICIPATION GROUP

DRAFT MINUTES OF MEETING 31/03/15

Present: Michael Pearson (Chair), Martin Blows, John Pickering, Martin Merson, Maureen Hirsch, Ann James, Dr Jo Mulley (GP Partner), Stephen Gallagher (Practice Manager), Bridget Winn, Marcia Davis.

Apologies: Sam Grover

Notes of last meeting

These were agreed to be an accurate record of the previous meeting 27/01/15

Matters arising

Photos of staff: this action to be carried forward by the Practice

The next meeting of the PPG will be Tuesday June 2nd

A request was made for business cards to be made available on both the notice boards so that patients do not have to ask at Reception **Stephen will action**

A further CQC inspection is now not thought to be imminent

A new carpet has been fitted in the downstairs waiting room and the seats are about to be re upholstered. The work on the door has been completed and the workmen have been booked for the repair of the windows

Meetings attended by members

Maureen attended the Patients Group of the Clinical Commissioning Group. The Group was offered the opportunity to learn about Dementia services in the afternoon session.

There was discussion among Clarendon Lodge PPG members about dementia. The Government has set targets for the number of diagnoses of dementia. Although the secondary care memory clinic is best placed to make diagnoses of dementia, GPs are coming under increasing pressure to do so by the NHS. There are concerns that this should not be a GP role and that by making diagnoses in the GP practice the problem may be pushed into the primary care arena. Dr Mulley stated that it was a difficult diagnosis to make and that GP's didn't necessarily have the skills to enable an accurate diagnosis. She also said the the support services for dementia patients were not always available.

The Practice Manager estimated that out of 13,070 patients approximately 150 have a clear diagnosis of dementia. Stephen said he would let the PPG have the accurate figures for the next meeting. **Action Stephen**

Michael suggested that dementia was a topic worth following up at future meetings given the likely increase of this disease amongst the ageing population. PPG to invite someone to give a talk on dementia. **Action Michael**

Several members attended the Healthwatch inspection of the Practice. Stephen will let the PPG know when the report is published **Action Stephen**

Also several members of the PPG attended a Practice team meeting. Michael gave a presentation about the work of the PPG.

Family and Friends Test results and Formal Complaints

Although there were fewer responses in February than in January for the Family and Friends test, the number for March has increased.

There were two complaints about waiting time to see a GP. It was suggested that if a GP knew s/he was running late s/he could tell patients when s/he came to collect the next patient. PPG members valued the fact that doctors came out of surgery to collect patients.

Although the Newsletter explained why toys and magazines were no longer available in the waiting rooms, it was suggested that this was put on the screens.

The number of complaints about specific things was very small and there was some suggestion about the need for making changes on the basis of two comments. It was agreed that themed records will be kept to look at general trends.

Concern was expressed about the number of different organisations asking patients for their views and the number of inspections now required. Dr Mulley said that all GP's are required to seek the views of at least 50 of their patients annually as part of the GP re validation process. It was felt that soon a saturation point will be reached as patients will have said as much as they can about the Practice.

There has been one formal complaint which was received by the Practice Manager and had been referred to the the Ombudsman. The complaint was not upheld

Work Planning

Newsletter

Another issue is due in April. A number of suggestions for content were made: refurbishment, staff changes, Healthwatch report. Michael will circulate some ideas for members to look at and contribute to after consulting with Martin B. **Action Michael**

Patient Education Year 2015

There were several ideas for the format for this which will be taken forward

Residential Care Contract

There are 3 PPG volunteers - **Ann, Maureen and John**- to visit the homes to see if Clarendon Lodge patients are satisfied with the service from the surgery. There are 5 homes with Clarendon Lodge patients.

Vision on Line

Stephen requested that PPG members accessed their accounts to see if there were any problems in getting their summary care records. He asked that members give him feedback as soon as possible. **Action All**

Practice Manager's Report

All the GPs in South Warwickshire have formed a Federation to enable them to bid for and run contracts made available by the CCG. The PPG felt that there should be lay directors on the Board. This would help to assure their credibility when bidding for contracts.

A bid under the Primary Care Infrastructure Plan has been successful but requires further work. The plan is to build a new surgery in Lillington. There will be 3 separate GP practices in the building, and, it is hoped, other services as well. One member of the PPG expressed the fear that the new centre will be less personal. Stephen told the group that planning was at a very early stage and there was no guarantee that a new surgery would be built.

There will be 2 new Registrars starting now - Dr Dunne and Dr Hancock (part time). Another Registrar will join in August: Dr Radford (full time). They are all in their final year of GP training. Due to lack of space they will be hot desking.

There will be a new salaried GP joining the Practice in August.

The meeting closed at 7.45

Glossary

PPG	Patients Participation Group
CCG	Clinical Commissioning group
CCGPPPG	Clinical Commissioning group Patients and Public meeting