

CLARENDON LODGE PATIENTS PARTICIPATION GROUP

NOTES OF MEETING 23/05/17

Present : Michael Pearson (Chair), Daphne Edwards, Sam Grover, Martin Blows, Ann James, Marcia Davis, Stephen Gallagher (Practice Manager), Abi Makek (Practice Pharmacist)

Apologies: Bridget Winn, John Pickering, Dorrette McCauslan, Maureen Hirsch.

AOB – The issue of company called Pharmacy2U was raised. This firm was canvassing patients in our area offering to provide a free prescription service. Whilst the company is a legitimate one we need to make it clear it is not endorsed by the Practice.

Practice Pharmacist

Stephen introduced Abi, who has recently been appointed as a pharmacist to the practice, on initially a fixed term basis, with a view to a permanent contract. Abi outlined her extensive experience in pharmacy and explained her role as a member of the practice team. She carries out patient medication reviews over the phone, deals with blood tests and advises GPs on appropriate medications. She is currently studying to become a prescribing pharmacist and soon will therefore be able to sign off prescriptions. The PPG agreed she was a major asset to the Practice and would certainly help alleviate the workload on GPs. Stephen informed the group that the practice had created the role of Prescriptions Clerk (two roles) from our existing reception team and they would be supporting Abi in managing the 6000+ patients on repeat prescriptions. Abi pointed out that she was at present the only Practice pharmacist in the South Warwickshire CCG area.

Action Sheet

CQC inspection report – this has at last been published and the Practice awarded an overall rating of GOOD with several areas rated OUTSTANDING.

The Queue report has been distributed to PPG members by Michael

The Patient Questionnaire developed by the CCG has been filled in by members and Martin has advertised it in the newsletter.

Family and Friends data has been sent out to PPG members by Stephen

The website data was distributed by Sam. He stated that nobody has yet submitted a form using the website. There is a need to check use of PPG page.

Check in screen appeared to be working OK in respect of waiting times. Stephen said that the software had been updated.

Michael has emailed members re frequency of meetings with most members in favour of more frequent meetings. Tuesday was the only day that all members could attend.

Friends and Family

Michael informed the group that in April there was an 87% positive response from patients in that 95 patients out of 109 would recommend the surgery to others. 7 would not and 7 did not know. Of the 32 comments made on what could be improved 20 were about appointments. It was noted that several were about the attitude of reception staff and the prescription service.

Practice Managers Report

Two complaints had been received and had been resolved.

Another part time receptionist was to be appointed.

Dr Chan is retiring at the end of August and Dr Parsons has resigned, leaving at the end of July. Stephen stated that replacing these GPs would not be an easy task given the national shortage of GPs.

Dr Fahmy is due back from maternity leave in six weeks time followed by Dr Alsop in ten weeks time.

The nursing home contract has been awarded to the Practice after a successful bid to the CCG.

Meetings attended by members

There were no reports on meetings. Daphne provided Michael with the latest CCG PPPG papers. Michael to advise members of any important issues raised.

Frequency of Meetings

There was a long discussion on this topic with various views being raised. All agreed there was no point in having meetings for meetings sake. It was important that meetings had a clear focus and that all members worked together to assist the Practice in enhancing the quality of care to patients. It was therefore agreed that the new appointment system would now be the immediate focus for the PPG.

After further discussion Stephen agreed to run a briefing session for members on 4 July at 6pm. This session would inform the PPG about how the new system would work. Sam advised members to study the new system by researching the internet. In this way members would be able to ask informed questions at the briefing session.

The meeting already planned for the 25th July would still go ahead. This meeting would be a follow up to the briefing meeting and would be used to plan how individual members could inform, support and advise patients prior to the introduction of the new service. Stephen said that they were planning for a six week run in to the start date which is likely to be early September.

Next Meetings 4 July and 25 July 2017.

Abbreviations:- CCG Clinical Commissioning Group
PPG Patients Participation Group
CCG PPPG Clinical Commissioning Group Patients and Public Participation Group