

Clarendon Lodge PPG
Minutes of meeting Wednesday 5th October
via Zoom

Present: Martin Blows (PPG Chair); Stephen Gallagher (Practice Manager); Michael Pearson; Robin Verso; Heather Storr; Marcia Davis; Gethin Williams; John Pickering; Bridget Winn.

Apologies: Dorrette McAuslan; Sandra Grafton; Nicholas Renton

Minutes of last meeting and matters arising

The minutes were approved as an accurate record of the meeting held 31st August 2022. There were no matters arising.

PCN/PPG Survey outcomes

Michael reported back to the group about the survey of the other PPGs in our PCN.

Of the 8 Practices surveyed by Michael, Clarendon Lodge was by far the most active as it has a thriving PPG chaired by a PPG member and attended regularly by the Practice Manager. He found that the other Practices either did not have a PPG or that they rarely met or met virtually when required by their practice. Some Practice Managers were struggling to keep the PPG going.

In addition Michael found it difficult to get through to Practices on the phone. Apart from a long introductory message Clarendon Lodge was by far the easiest to get through to.

Stephen said that he used to contact PPG reps before each PCN meeting but this responsibility has now passed to someone else.

Gethin felt that it is important to demonstrate to PCNs exactly what it is that PPGs can offer. There is a variety of ways in which PPGs operate from tokenism to co production.

Michael would like to do more work with the group of PPGs and requested that Stephen ask Practice Managers for permission for him to be able to contact them by phone directly.

Surgery news

- The new Reception Team Manager has now been in place for about a month. Not only have 5 reception team members been suffering from covid but also 3 GPs. As well This made it difficult for induction of new staff.
- A new salaried GP Dr Maud started today.
- The 'flu campaign is continuing as normal. John reported that patients attending for vaccination get uniformly good feedback, most of it unsolicited.

Martin said that, due to the increase in Covid numbers and the effect on staff and patients, we should draw attention to this in the Newsletter and request that patients might consider wearing masks.

Working Group Reports

Carers: Heather said that the group were looking at earlier invitations, how to encourage attendance at the meeting and finding out what were the obstacles to attendance

PCN: covered under earlier item

Website: Dr Hussain is still tied up with the CQC Inspection preparation but hopes to be clear by Christmas. He has requested help from the PPG in reading and editing items on the website. To this end Martin will send PPG volunteers about 10-12 pages to print out so that they can hand write comments on them and drop them into the surgery for Dr Hussain.

Communication: Martin will contact relevant PPG members when appropriate

Changes to Patients' Access to their medical records

Patients will be able to access their full medical record from November 1st this year. This will include communications from hospital visits, notes made by the doctor in a patient/doctor consultation and all test results. However the new fuller records will only be available from November 1st. Access to medical records from before November 1st will remain as they are now.

Special arrangements are being made for vulnerable patients and where a doctor feels that reading certain things in their record may be detrimental to the patient. (As now patients will be able to make a subject access request). Integrated Care Records will not be available to patients but to clinicians only. The surgery is about to digitise all of their patients' paper based historical medical records. However these will only be available as a pdf.

There was some discussion about legal rights and whether the new system of record access would affect doctors' practice in what they record from a patient's consultation with their doctor, either on the phone or in person, as these notes would now be visible to the patient after November 1st.

How can the PPG support the CPN

See earlier comments. Robin and Gethin have met to discuss this. Robin is in the process of writing up a theoretical framework for this. He will make this available to CLMP PPG members via Martin for future discussion. Robin will be looking at three main areas

- individual skills and experiences
- governance skills, accountability
- patient perspective

Content for November Newsletter

It was agreed that a short newsletter to be sent out ASAP would cover:

- staff absence and implications, for example, answering phones,
- situation in the surgery and request for wearing masks,
- the importance of Covid and Flu vaccinations.

A fuller Newsletter to be sent out before November 1st would cover the changes in access to patients' medical records.

Date of next meeting : Wednesday 2nd November 4.30 pm

The venue is yet to be decided. If covid rates remain high then the meeting will again be held on zoom

If the meeting is held face-to-face in the surgery then members are requested to take a lateral flow test on the day of the meeting.