

CLARENDON LODGE PATIENTS PARTICIPATION GROUP

NOTES OF MEETING 26/09/2017

Present : Michael Pearson (Chair), Sam Grover, Ann James, Marcia Davis, John Pickering, Dorrette McAuslan, Stephen Gallagher (Practice Manager), Dr John Fulbrook (senior partner)

Apologies: Maureen Hirsch, Martin Blows
Daphne Edwards, Bridget Winn

Notes of last meeting

These were looked at by the group. Michael reported that another Newsletter had been sent out just prior to implementation. He also reported that members of the PPG had visited the surgery to inform patients about the new system. Also the queue had declined since implementation, resulting in nobody at all queuing last Friday morning.

AOB

None

Friends and Family

Michael thanked Stephen for providing all members with the latest Family and Friends statistics. They continued to show a very positive attitude to the Practice. However patients were still raising concerns about visiting the nurses. They raised issues about the waiting time to see the nurse and the difficulty in getting a timely appointment.

Michael asked if the nurse appointments could be linked into the GP Direct system.

Stephen said that this situation had been reviewed by the Practice and some changes would be introduced. There were difficulties over finding space for all the nurses and health care assistants and they were reluctant to increase their hours. Recently the nurse tasks had been put into clinics which meant that there could be delays for some patients.

Michael also brought up the issue of the doors being closed until 8am even though patients were waiting outside for an 8am appointment with the nurse. He said he would give this some consideration now that the queue problem had been solved.

Practice Managers Report.

One Medical Secretary had left and would be replaced shortly.

There is one new admin officer with another to be recruited.

The IAPT therapist may return

Dr Loveder will be finishing on 23 October for maternity leave.

Dr Fulbrook will be on a five week sabbatical from 16 October

Dr Lawton on paternity leave in November

All the 3 registrars are now in place.

The Pharmacist, Abi, continues to have a big and beneficial impact on the work of the GPs.

She now supervises the Medicine Management Team and oversees the Pharmacy Budget.

Stephen reported that, unfortunately, Abi had suffered some abuse from patients who were unhappy about not seeing a GP over medication reviews. The PPG deplored this behaviour by some patients. Abi is now a fully qualified prescribing pharmacist.

The phlebotomy contract for younger patients will not be pursued

The CCG is currently deciding on whether to support a satellite surgery in the new Residential Care Home in Russell Street.

The long telephone message advising patients about the new system will be discontinued.

The Nursing Home Reminiscence project will be in operation soon in liaison with the Leamington History Group.

The number of patients now on the Practice email list numbers 4,400.

NHS Survey

The previous meeting decided to go ahead with an in house survey to mirror the one produced annually by the NHS. It was agreed to develop a plan for this, to be presented at the next meeting for consideration. **Sam and Martin will act as leads with input from Stephen.**

Demand led system feedback

There followed an informed discussion on how the new system was impacting on GPs, Reception staff and patients. Early indications are showing a very positive outcome for all groups. Stephen said that to date although 2943 calls had been predicted, 2414 were actually received. Of these, the GPs only needed to see 885 patients or 37%. This was a remarkable result and clearly demonstrated that a system which allowed the patient to decide whether or not to see the GP appeared to be both inefficient and outdated.

Dr Fulbrook said that as he was now fully in control of his patient list he was able to give his patients more time, see only those that needed to be seen and provide telephone advice to those that didn't need a face to face and so avoid a visit to the surgery. He was now 100% behind the new system and felt it was only a matter of time before other Practices followed suit.

Reception staff were also positive about the new system. Stephen said that their morale had improved considerably as they no longer had to turn patients away. They now knew that if a patient needed to be seen they would be seen.

Dr Fulbrook said he was very keen to get information about how the patients are responding to the new system. It was agreed that the PPG would develop a series of questions for patients on how they felt about using the new system. Stephen would then distribute the questionnaire to those patients who had actually used the system so far. **Michael agreed to sketch out a few questions and email them round the PPG for comment. Ideally the questionnaire needs to be ready by next week.**

Dr Fulbrook then expressed his thanks to the PPG for all their hard work in supporting the new system, talking to patients, monitoring the queue and acting as a sounding board for patient views. He and the Practice were now fully committed to patient involvement and were extremely fortunate to have such an effective PPG, unlike many other Practices he had come across.

Meeting closed at 7.45 pm

Next Meeting 28th November 2017.

Abbreviations:- PPG = Patients Participation Group