

Clarendon Lodge PPG
Minutes of meeting Wednesday 7th December
Held at CLMP

Present: Emma (Deputy Practice Manager); Martin Blows; Michael Pearson; Gethin Williams; Sandra Grafton; Nicholas Renton; Robin Verso; John Pickering

Apologies: Stephen Gallagher, Heather Storr, Marcia Davis

Welcome and Introduction by Chair: Emma was thanked for attending the meeting in Stephen's stead

Minutes of last meeting and matters arising: The minutes were approved as an accurate record of the meeting held November 9th 2022. There were no matters arising.

Surgery news and update:

- there is new flooring downstairs. Work should be finished at the end of February 2023;
- staffing - the Nursing Practitioner is on maternity leave. The Practice will have one month without a nurse practitioner. The pharmacist is also on maternity leave. There are 2 new temporary staff on reception with a view to becoming permanent. Induction takes at least a month. Recruitment remains difficult;
- there is a new Frailty Nurse seconded from SWFT;
- Family and Friends: responses were overwhelmingly positive but there were one or two comments about waiting time in the surgery. This may be due to the new touch screen which does not warn reception if appointments are running late. All staff see F and F feedback;
- Currently Patients having domiciliary visits do not complete F and F forms. Emma asked if PPG would like to happen;
- Discussions are underway about responses to patients' difficult behaviour. The practice is reluctant to put up 'zero tolerance' notices and other forms of wording are being considered;
- there was some discussion about how best to inform patients about the work of back office staff. See section on Newsletter;
- waiting times on the phone were also mentioned. This is most likely at lunchtimes when there is little staff coverage. The phone rings for a long time but the patient is told that they are first in the queue.;
- Emma gave data on October on patient appointments.
 - There are 13,700 patients registered at the Practice
 - 9,216 appointments with nurses and GPs were made
 - 86% of those who requested a call with a GP got on the same day
 - 99% of patients had an appointment within 2 weeks
 - 24% of patients who had telephone consultations chose to attend face to face appointments based on clinical need or patient preference

It was agreed by PPG members that F and F feedback was excellent particularly in view of the current unprecedented pressures on the practice and staffing difficulties
Action: consider the possibility of 'You said ... we did'

Patient access to records:

Access has now been indefinitely postponed due to concerns from the BMA. When activated it is thought that it will not be retrospective. It is envisaged that when patients are able to access their records they are likely to phone the surgery with concerns about accuracy etc.

Working group reports

Local PPG groups. Michael has emailed all 8 Practice Managers in the PCN. He has received replies from 2, one of them being Stephen. A follow up email yielded no further responses.

Action - Michael will try contacting Practice Managers again. Michael/Emma to check if CLMP PPG is still a member of the National Association of PPGs

Carers group. Work is ongoing. Emma has developed a new survey to share with Heather

PCN - Gethin reiterated that PCNs needed strong PPGs if PPGs were to have a patient voice at the PCN but that evidence from Michael's work was very discouraging. It was suggested that the pandemic had a negative effect on the impetus of PPGs. Also PCNs do not have a vision of where and how PPGs can contribute to the work of the PCN. The result is that there is no Patient Voice at PCN level

Website - work is still in progress. Hussain has consolidated and rationalised some of the information. The search function works well now

Communications - no progress

CQC link - no information

SAS/LE/Performers list

There was no time for this item which will be held over until the next meeting

Content suggestions for December/ January Newsletter

- A day in the life of ...
- Facts and figures about appointments made
- Prevention . This time : falls
- F and F precis

Date of the next meeting

Proposed date Wednesday 25th January at 4.30 at Clarendon Lodge

AOB**Agenda Items for the Next meeting**

- Start to make plan for work of PPG over the next year
- Look at constitution and possibility of AGM
- Martin to share Chairman's report
- Discuss Michael's plan to work with pharmacists
- Further work on helping patients to see and understand the variety of work undertaken at the Practice particularly Back Office work: Receptionists, Meds Manager, administrator, Practice/ Deputy Practice Manager