

Clarendon Lodge PPG
Minutes of meeting Tuesday 23rd January 2024
Held at CLMP
Action points in bold

Present: Martin Blows (Chair); Dr. John Fullbrook (CLMP GP); Stephen Gallagher (Practice Manager) Robin Verso; Gethin Williams; Heather Storr; Julie Talyor; Caroline Green; Sarah O'Malley; Bridget Winn

Apologies: Michael Pearson; John Pickering, Sandra Grafton. Sandra emailed Martin to say that she hopes to return to the PPG but is not able to do so at the moment.

Minutes and matters arising:

The minutes of the last meeting December 2023 were accepted as a true record.

- Bridget asked to stand down from being Minutes Secretary having carried out this role for many years. **Sarah and Caroline both volunteered to record the minutes.** There was some discussion about the format in which the minutes should be presented. **Martin to look at an action based format.**
- There has been no further update about the disagreement between the NHS and the BMA regarding patient records
- **Martin will write something about Rapid Health for the next Newsletter**
- CLMP is still short of space (but see Surgery news and update) There is a possibility of a new site for the surgery
- There is a vacancy for a new member and we have received a new application which will be followed up for the next meeting.

PPG AGM

- Martin circulated the Chair's Annual Report. **Martin will put this on the website.** The role and relationship between the PPGs and the PCN was raised. **This will be put on the 2024 agenda.**
- **Formal Ratification of the new constitution.** Its acceptance was proposed by Robin Verso and seconded by Heather Storr. There were no votes against
- **Election of Chair:** Martin Blows to continue as Chair was proposed by Robin Verso and seconded by Heather Storr. There were no votes against the proposal.
- Robin Verso was elected at Vice Chair following proposal by Heather Storr, seconded by Martin Blows All other PPG members to remain in post
- End of AGM

Correspondence/ feedback

Correspondence from patients and replies from the Chair had been circulated to members. Of concern was the question of people wanting to act on behalf of another patient. **The legal aspects need to be fully investigated and clarified.** It was pointed out that all complaints or anything of a clinical nature has been, and would continue to be passed to the Practice Manager.

Surgery news and update

- One doctor, Dr. Loveder is leaving the Practice. A part time locum GP will be starting soon.
- A basement room is currently being refurbished for use as IT based hub for doctors. It will not be a consulting room. Date of completion will be before the end of the financial year.
- The PCN Access hub has been of some benefit to CLMP yielding and additional 10 appointments per day.
- A machine for the use of patients to measure blood pressure has been purchased and will be installed in the upstairs waiting room.

- Rapid Health is thought to be going well. Some aspects of the form need to be looked at. **On going concerns need to actioned**

Dealing with Family and Friends feedback

A copy of Skillen's paper had been circulated to members. This proposes a method of categorising both qualitative and quantitative aspects of the feedback. It will help identify categories of concern and look at emerging trends over time. **Bridget, Heather and Julie volunteered to undertake this work**

PPG Action Plan for 2023.

- South Warwickshire Patient Engagement meeting. Robin attended a recent meeting which looked at how to make PPGs more effective. Some PPGs are rather passive and ineffective and some Practices don't appear to have a PPG at all. Healthwatch give public and patient feedback at every meeting. In recent years patients have frequently complained about access and waiting lists but said that once access had been gained, the quality of service was very good. Patients are now sometimes reporting that the quality of care received in hospitals in particular, has deteriorated.
- Pharmacy review. Michael and Robin met with the members of the Pharmacy Hub. Michael has completed 6 structured interviews and Robin 1. The next step is to send out a Survey Monkey survey to PPG members for comment before sending it with the next newsletter. **Martin to send out the survey to PPG members.**
- Ageing health. Nothing further to report at the moment
- Younger patients' voice. Bridget and Heather continue to seek out CLMP patients at a number of toddler groups. This is a slow process but they will try to complete interviews by the end of the financial year
- Newsletter circulation. Martin is still working on the PPG 'biographies' but not all members have submitted them to Martin.
- New website. Dr Hussain cannot dedicate any further time to this at the moment due to the demands of imminent CQC visit. PPG members will look at pathways on the website at some point. It is intended to review at quarterly intervals.
- **Martin and Stephen will mee to see how/if PPG members can contribute to the CQC inspection and feedback to members**

PPG projects for 2024

There was no time to discuss this. **It will be discussed at a future meeting**

Content suggestions for February Newsletter.

- Pharmacy Review: **Robin will write an introduction to it**
- Julie and Caroline have volunteered to proof Newsletters
- **Bridget will write something on loneliness**
- **Caroline will write about the importance of having a Power of Attorney**

AOB

Robin would like to feedback to the group some good projects carried out by other PPGs. He said that Sherbourne would like to work jointly with us.

Date of next meeting: Tuesday 12th March, 5 - 6.30 pm