

CLARENDON LODGE PATIENTS PARTICIPATION GROUP

MINUTES OF MEETING 27/01/15

Present: Michael Pearson (Chair), Martin Blows, John Pickering, Martin Merson, Maureen Hirsch, Ann James, Dr John Fullbrook (Senior Partner), Stephen Gallagher (Practice Manager), Bridget Winn.

Apologies: Anna Pollert, Marcia Davis, Sam Grover

Notes of last meeting

These were agreed to be an accurate record of the previous meeting 09/12/14

Matters arising

Photos of practice doctors to be reinstated following changes in staffing. Members of the group asked for pictures of all staff, not exclusively doctors, to be included. Dr Fullbrook will discuss this with nursing staff and those on reception. There will be a link to the Friends and Family information in the next Newsletter. Bridget has volunteered to analyse and report on future Friends and Family data.

Meetings attended by members

The CGC Patients' Group has set up a group to focus on Primary care. It will be working to help develop the Primary Care Strategy. Michael and Maureen are both members of this group.

Michael attended the Roadshow organised by the CGC, in order to get the views of all those attending, of how primary care should develop.

Healthwatch has collected the views of young people aged between 16 and 18 on accessing care at their surgery. 200 young people responded. 84% had never been asked for their opinions before.

Future meeting dates and AOB

Meetings will be held every two months. The dates agreed are as follows:

March 31st

June 2nd (note change from previous minutes)

July 28th

September 29th

November 24th

Work Planning

- the Newsletter, which has been well received, will be produced bi-monthly. So far 240 patients have signed up to receive it
- business cards have been produced and are being sent out by the Practice in patient correspondence.

- approximately 200 Friends and Family responses have been completed representing roughly 2% of patients
- Martin will continue to work on the notice board. The practice will make a holder available for the business cards
- Friends and Family data will be collated every month. Stephen will provide the raw data to Bridget for her to analyse. The report will be sent to Stephen who will decide on what action will be taken and the information will be fed back to the PPG. Contractually the Practice must display information about what patients said and what action they will take as a result of comments. There was discussion around whether the main themes only should be addressed or if single suggestions should be acted upon as well. The main concern of patients was the availability of appointments. Dr Fullbrook and partners were actively considering various options to address this including the imminent introduction of 2 new Registrars and continuing with the phone triage. There is no money for an additional GP and unfortunately the current building cannot be extended to provide extra consulting rooms. PPG members wanted to know if there was a recommended doctor: patient ratio. Doctors would like 1:1800 but at least one doctor in the practice has 2,500 on his list. A member of PPG pointed out that people did not realise that if they phoned in the afternoon they could easily get an advance appointment and this would reduce the 8 o'clock rush
- Dr Lawton is heading a pilot project for service delivery in residential homes. Stephen suggested that the PPG is asked to contact the homes to gather the views of staff and residents.
- There was considerable discussion about how much patients knew and understood about the way the Practice was funded and the constraints upon it. It was felt that they needed to be given more information about this and that we should consider a “2015 Patient Education Year” The recent posting by Dr Harper, about the pressure that GPs are under, has apparently had an impact on patients
- Stephen has had notification from Healthwatch about 'Enter and view' and asking for volunteers from the PPG to attend the surgery to meet Healthwatch on the day of the observation. Healthwatch will concentrate on the patient experience only and will not be involved in clinical matters. Stephen pointed out that the Healthwatch 'Enter and View' exercise was voluntary but the Practice was very happy to participate.

Practice Manager's Report

The Practice could receive another inspection by the CQC. The previous inspection was part of a pilot and a full inspection is to be run later in the year.

By the end of March 2015 the Practice must provide access to appointments, prescriptions and access to basic elements of the patient's health records. Stephen would like members of the PPG to volunteer to trial it before it goes live, in order to iron out any possible glitches

Stephen gave information about the new Warwickshire GP Federation forming a Limited Company organised into three hubs. The first thing the Federation will consider is managing the successful bid for 75 + services involving

A bid is also being made for a Prime Minister's Challenge Fund award. The bid will examine ways of setting up an infrastructure for providing appointments 7 days a week and between 6 and 8pm.

Patient on line access to records was discussed. Stephen said that there had been a delay due to supplier computer problems but he expected to meet the deadline of 31 March 2015. The PPG agreed to be involved in any trial run planned prior to going live.

The Practice will re upholster the seating in the downstairs waiting room. In addition rotting window frames will need to be replaced.

The PPG Action Plan and resulting developments will be discussed at the next meeting. It will cover three main areas: patient engagement, access and nursing.

Meet the team: PPG members are to be invited to a Monday meeting at the surgery to meet everyone on a date to be decided. Sandwiches and crisps will be provided!

The meeting closed at 7.45

Glossary

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| PPG | Patients Participation Group |
| CCG | Clinical Commissioning group |
| CCGPPPG | Clinical Commissioning group Patients and Public meeting |
| LAT | Local Area team (NHS England) |