

Clarendon Lodge PPG
Minutes of meeting 27/04/22

Present: Martin Blows (Acting Chair), Stephen Gallagher (Practice Manager), Robin Verso, Gethin Williams, Heather Storr, Sandra Grafton, Bridget Winn

Apologies: Dorette McAuslan, Marcia Davis, Nicholas Renton, Sylvia Juba

Minutes of last meeting:

The minutes of the meeting 23/03/22 were approved.

- Martin has had a couple of emails from patients who tried unsuccessfully to book an appointment online. It is possible that they tried too late but patients need to know if this is the case. This was agreed with Stephen

Practice Manager Surgery Update

- New flooring is required in the surgery and will need to conform to regulations for surgeries, removing carpets in the communal areas and installing health grade floors in the consulting rooms.
- CLMP is in the process of recruiting a new receptionist
- Due to shortage the practice is currently employing locum GPs . New GPs are awaited.
- Martin asked if the names of new practitioners could be made available to patients and Stephen will look into this.

Report back from PCN meeting

Gethin, who attended the last PCN meeting, reported back to the group and expressed some concerns about the way that PCNs in general are performing.

- He felt that from his research that the PCNs are not doing well and are missing opportunities. This may in part be to the failure on the part of GPs to address PCNs.
- He thinks there is huge variation across South Warwickshire. He feels that the GP Federation has done a great job but there is conflict of interests and he thinks that covid has been used as an excuse not to do development work.

Stephen pointed out that the pandemic meant that our PCN had no choice but to prioritise its response to Covid and direct its thinking and resources towards dealing with it.

- Gethin also expressed concerns that the Government is currently considering how long it will allow GPs to continue to operate as they are. He said that there are many vested interests within the NHS and is concerned how well primary care will be able to demonstrate its effectiveness in order to bid for resources. It was suggested that the Government is trying to move from a competitive to a collaborative model and that this causes tensions within the NHS in achieving a balance between acute and primary care and that there are dangers of independent contractors' cherry picking.

There was no time to discuss what the role of the PPG might be and this will be explored at a future meeting, although Gethin said he felt that we as a PPG should have met up with other PPGs in the area but have not done so. Stephen has tried hard

to action this at PCN level but has had no response. Michael Pearson as chair had also tried. Bridget has been in communication with another PPG who have agreed to meet up with us but this has not yet happened.

We were urged to read the GP contract arrangements for 2022/3 as this will have an impact on our surgery.

Robin suggested inviting Rd. Lawton to talk to the PPG about this and Stephen will talk to him about this.

Website survey draft report

There were 24 responses from the first round and 30 from the second.

Data analysis is still on going. One thing that has emerged has been that those who judged themselves to be proficient at using IT did not necessarily find the questions any easier to answer. It was suggested that this said a lot about the website.

Most participants reported using desktops. (Most patients are aged over 65) There would typically be low frequency usage resulting in lack of familiarity with the website making the need for simplicity great.

Next steps:

- individuals need to go through the data looking for patterns
- a meeting between Martin and Dr. Hussain suggesting that he might like to read through the survey results together with the raw data so that they can discuss the outcomes further.

Improving Newsletter circulation

There was some discussion about the possibility of patients being able to access the Newsletter in the surgery. It is too big to go on the screen. A single laminated copy would not be allowed due to health and safety guidance. It is difficult to access on the noticeboard. It was agreed that 50 copies would be printed as a trial to see how many were taken up.

Stephen is trying to get the Newsletter on the Home Page

No action yet from the Information Commissioners Office about using the Practice held Patient email addresses to encourage take up of the Newsletter but he fears it will not be possible.

PPG involvement in Fitness and Walk activities

There is a Life Style Clinic every Tuesday from 5.20pm. It is necessary to book to attend this clinic which is held at the surgery. One member of the PPG has attended a session and will attend the remaining 5.

The Walk/Run is immediately after this at 6.20 leaving from outside the surgery. There is no need to book to participate

Guest speaker's dates

Invitation to the Chair of Kenilworth PPG has not yet been actioned.

Dr. Price Forbes will be attending the next meeting to talk about the Integrated Care Record

Content for next Newsletter

Bridget did not feel that it was worth providing anything about the physios. What she had found out was clearer about what was not offered than what was offered . She will attempt to put something together however

AOB

There was no other business

The date of the next meeting is Wednesday 25th May