

## CLARENDON LODGE PATIENTS PARTICIPATION GROUP

### NOTES OF MEETING December 4<sup>th</sup> 2018

**Present :** Michael Pearson (Chair), Ann James, Maureen Hirsch, Martin Blows, Dorrette McCauslan, Alison Berry, Marcia Davis, John Pickering, Sam Glover, Dr John Fulbrook (senior partner), Joanna Fleming (Warwick University Medical School)

**Apologies:** Judith Clark, Bridget Winn, Stephen Gallagher.

#### **Notes of last meeting**

These were discussed and agreed. To be put on the website.

#### **Meetings attended or attending.**

No meetings were attended since the last PPG meeting. Michael to attend Healthwatch meeting on 11 December. Michael reminded the members that the Healthwatch standing conference is now scheduled for the **30 March 2019** in Rugby.

#### **Activity List**

No new projects added since last PPG meeting

#### **Invited Guest item**

Joanna Fleming from Warwick Medical School was welcomed to the meeting. She was interested in how the Practice was responding to being part of the national Park Run initiative. The PPG were fully supportive of the Practice being part of the initiative and were pleased that GPs were encouraging patients to take part. Dr Fulbrook stated that 27 patients had now been referred to the local park Run. ,

A discussion followed outlining the advantages for people of all ages and abilities to use this service. Although not suitable for everyone the mental health, social and psychological benefits for patients were proving to be extremely successful.. Joanna was interested in how the Park Run was helping people with various health issues over time and intended to structure a research project around this question.

Dr Fulbrook explained that anybody was welcome to join the Run and around 500 people were now regularly turning up to take part. Once registered, newcomers were given a thorough briefing on how to take part and that there was no pressure to perform to any standard. Walking is accepted and there was no problem with participants taking around one hour to finish.

The Practice staff will be acting as stewards this coming Saturday and the PPG were welcome to attend. **Martin** offered to photograph the team for the newsletter.

Joanna thanked the PPG for the useful discussion.

#### **Front of House Report**

Alison presented her second report on the above. She said that it was not easy to present reports critical of the Practice especially as it had such an excellent reputation for providing good patient care. Dr Fulbrook assured her that the Practice welcomed constructive criticism and the PPG had a duty to highlight matters of concern to patients. Michael provided the meeting with a report from the Practice Manager listing the actions taken following the reports from Alison. Stephen stated in his report that he will provide further updates at the next meeting.

Two issues were then discussed by the group. Alison had costed out provision of artificial plants for the waiting areas but the need to carry out some structural repairs meant that funding was not

currently available. Also there was concern about the reception area and that the receptionists were partly obscured by computer screens. Dr Fulbrook said that the Practice was well aware of the problem but find a solution was difficult given the nature and age of the current building. A few suggestions were made including lowering the screens and introducing sound baffles. Dr Fulbrook agreed to discuss these ideas with the Practice team. Alison was thanked by Dr Fulbrook for her time and effort in producing the reports.

### **Extended Access**

Dr Fulbrook reported that this initiative was working well and Clarendon Lodge patients unable to visit the Practice during the normal opening times were being provided with appointments later in the evening and at weekends at Waterside surgery. Several GPs from Clarendon Lodge were carrying out consultations at Waterside. Full medical patient records were available and following a consultation the patients records were updated at their respective practices ensuring continuity of care.

### **Friends and Family**

A suggestion that **PPG members** review the “How could we improve section” and let **Michael** know of any particular concerns before the next meeting was accepted. In this way the PPG could focus on the most relevant patient issues and perhaps identify recurring problems.

The October Friends and Family report was discussed. There was a concern that a few reception and nursing issues were being identified by patients. Dr Fulbrook was particularly concerned about the wrong telephone number being recorded by reception. Martin stated that he had a long wait on the phone when contacting the surgery at 11am. Dr Fulbrook informed the meeting that the telephone message to patients when ringing in is under review. Extensive research has been carried out on this topic and it may result in a recorded message from him being used. The removal of magazines and toys from the waiting areas were discussed. Dr Fulbrook stated that the CQC regarded these items as a possible infection risk and therefore a decision had been made to remove them.

**Michael** agreed to talk to **Stephen** about the issues arising from the Family and Friends discussion.

### **Website**

Dr Al-Zabaidi is joining the Practice as a partner in October 2019. As he is experienced in digital technology and he is keen to revamp the Clarendon Lodge website. He has asked the PPG to work with him on this. **Martin** and **Sam** said they would be willing to assist and ensure the new website is patient friendly. They are happy for **Stephen** to forward their email details to Dr Al-Zabaidi.

### **Gainsborough Hall**

Gainsborough Hall is a newly built facility for older people situated in Russell Street, Leamington. Discussions are on going between the Practice and the Hall about the possibility of renting rooms in the property. The rooms would be used for a variety of primary care purposes and possibly for patient consultations.

### **New appointment system – resource implications.**

Dr Fulbrook said that whereas the new system has resolved many of the patient access issues there has been a significant increase in resources. Additional GP and Nurse practitioner sessions and the introduction of Practice Pharmacist sessions has stretched the budget. However, the Practice is totally committed to the new system and will continue to seek ways to develop it in an efficient and effective manner.

### **Patient use of on line facilities**

Currently the Practice has only 19% of its patients registered to use the on line service. The PPG

has been asked to help improve this percentage. A number of NHS initiatives were available to assist with this and **Michael** said he was happy to explore these and develop a programme to encourage more patients to sign up. **Dorrette** offered to help with this.

**Martin** said that he had developed a flier to hand out to patients to encourage them to join the newsletter service. If we can get patients to sign up then this will prove to be a useful vehicle for informing patients about the on line and other service available. **Martin** will send a copy of the flier to **Stephen** and then hopefully the Practice will be able to make it available to patients.

The members then discussed the difficulty in communicating with patients especially as the new system meant that far fewer patients were visiting the Practice. **Dr Fulbrook** said that he was aware other surgeries had had some success in this area. **Michael** said he was willing to contact these surgeries after a discussion with **Stephen**.

**Dr Fulbrook** then thanked the PPG for its work in assisting the Practice continue to improve. He stated that the Practice valued the input of the PPG and will continue to be responsive to all patient concerns identified by the Group.

Meeting closed at 7.50pm

**Next meeting:- Tuesday February 5th at 6pm.**