

CLARENDON LODGE PATIENTS PARTICIPATION GROUP

MINUTES OF MEETING 29/09/15

Present: Michael Pearson (Chair), Martin Merson, Marcia Davis, Sam Grover, Daphne Edwards, Bridget Winn, and Stephen Gallagher (Practice Manager). Dr Chan joined the meeting later

Apologies: Ann James, John Pickering, Martin Blow, Maureen Hirsch

Notes of last meeting:

These were approved as a correct record of the last meeting.

Matters arising

- Stephen attended Dementia day and found that he may be able to get funding for the Reminiscence Project. He will let Michael know of the outcome.
- Friends and Family will be re started at the next meeting
- Newsletter: there has been the most responses ever, mostly about access to records
- Daphne will take over Michael's role at the CGC group meetings on a trial basis. The meetings are every 2 months

Meetings attended by members

Daphne reported back on the CGC meeting that she attended. There had been discussions about cross border problems with the ambulance service but this does not affect our area.

Laura, chair of the CGC board wants to visit all PPG meetings. Daphne said that she did not make the purpose of this clear than to meet people involved with PPGs. Michael will invite her to our next meeting

There had been discussions about obtaining the views of young people. In this practice there had been great difficulty in doing this. Bridget said that in June 6% of Friends and Family had been from the 0-15 year old age group. While it was recognised that the best way of communicating with young people was through technology, this was not allowed due to reasons of confidentiality.

Daphne was asked if the practice was Dementia Friendly and Stephen said that he is officially a Dementia Friend

There will be a training course in dementia for the practice in January 2016 and a session in November on Child Protection (FGM and Domestic Abuse)

Gateway wanted to hear about the CLMP project in care homes following a presentation given by Stephen about it which was very well received. Currently the practice is funding the project but it is hoped that the CGC will fund it in the future. The recommendation is that it will run until the end of April. The CSU (Consumer Support Unit) want data on the project and to have it externally verified.

Practice Managers Report

The new IT system is in place. There have been teething problems with the touch screen for booking in at appointments. The move has been made from Vision on line to Patient Access. It has been a lot of work processing all the data and re registering all the patients. It is hoped that the back log will be cleared by the end of October. The new system makes it possible to send text messages to patients.

A new member of the Reception team, Paige, started on October 5th following Dee's departure. A new salaried GP, Dr Katy Loveder, to start the following week. She will do 6 sessions per week. Dr Lawton will be increasing from 6 to 7 sessions. There are 3 registrars: Drs Dunne, Hancock and Radford. The practice is very pushed for space. At the planning day the practice decided to try a new role of Buddy doctor. This will be monitored to see if it makes things easier for all the doctors

Emma is now looking after the admin team

Alison Waite is the Reception manager

The plan for new premises is still on track

There have been no complaints

Prescriptions

CGC have a formula for the prescription spending budget. CLMP has exceeded the estimate based on this formula by 16% (£240,000). Spending used to be very close to budget and it is only in the last 2 years that it has exceeded it. The practice will now pay for additional Pharmacy Support who will be able to audit and review medicines particularly for those on multiple medicines as are many in residential homes. The changeover to generic drugs is ongoing but some branded drugs are cheaper than generic ones so it is not a simple process. Stephen was asked if patients could refuse to be changed to generic drugs but there was no clear answer to this.

Website redesign

Martin B's website issues paper was discussed. The group agreed that the current website needed updating. Stephen stated that the Practice was prepared to work with the PPG in choosing a suitable website designer in the first instance and then once the Practice had confirmed that they were happy to proceed, the PPG would look at the functionality issues. A small working party of Sam, Martin B and Marcia was agreed. The group would work with Stephen to identify a suitable website design and then report to the next meeting on progress.

Date of next meeting:- Tuesday November 24th

