

## **CLARENDON LODGE PATIENTS PARTICIPATION GROUP**

### **MINUTES OF MEETING 11/11/14**

**Present:** Michael Pearson (Chair), Martin Blows, John Pickering, Martin Merson, Marcia Davis, Bridget Winn, Stephen Gallagher ( Practice Manager)

**Apologies:** Maureen Hirsch, Sam Grover, Anthony Cox (resigned)

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

These were agreed to be an accurate record of the previous meeting.

#### **Matters arising**

Practice bid for over 75's care navigator service had been successful. Concerns expressed by CCG about only one provider and no tendering process. Stephen explained that the two week time-scale allowed by the CCG prevented both this and adequate patient consultation.

**Martin B to rearrange notice boards when he has full information about the website signing up system.**

#### **Meetings attended by members**

Michael could not attend last meeting of CCG PPPG meeting in October. He will circulate the minutes as soon as they are available.

NAAP newsletter had raised future issues for GP Practices including patients having online access to records and the requirement for all practices to have a PPG by April 2015. Also final guidance is expected from the NHS this week on out of area registration. Stephen not sure whether this will impact on patient numbers at the Practice. It may be that people commuting to London or Birmingham from Leamington may choose to register with practices nearer to their workplace.

#### **Future Meetings and AOB**

Next meeting on 9 December 2014

**Michael suggested using this meeting to set dates for next year and to determine the frequency of meetings**

## **Work Planning**

Martin B advised the meeting that 250 patients had now signed up for the newsletter. The signing up process via the Practice website was almost finalised. A discussion took place regarding those patients not on email. It was agreed not to offer an individual postal service but to make newsletters available at the surgery.

Stephen said that an information leaflet will shortly be available for new patients and will contain information about the PPG and the newsletter.

**Michael and Martin B will arrange to meet to discuss newsletter content/format.**

Stephen said the the Practice was also drafting an information leaflet for patients advising them of how to take more responsibility for their own health and only make a appointment after considering various other options. It was suggested that a précis of this information should be included in the newsletter.

## **Patient Participation DES**

The Practice has signed up to this for 2014/5.

Martin M shared his paper on the National GP patient survey in respect of Clarendon Lodge. A number of areas of feedback re Practice performance were discussed. Stephen would be assessing the various outcomes of these feedback sources in order to develop an action plan for 2015

**Michael to meet with Stephen in December to discuss outcome of feedback** and to start work on an action plan. It was felt that the newsletter could be used to encourage patients to send in their views about the practice.

## **Practice information**

Stephen outlined the plans to introduce the Family and Friends test to the Practice. This test would replace the annual patient survey and was intended to give patients the opportunity to comment on the service they had received whilst attending the practice.

Currently it was intended to use printed cards for patients to fill in and these would be available by the signing in console near the front door. The take up of the cards would be monitored and changes made to the process if necessary. The official implementation date is 1<sup>st</sup> December. **Stephen suggested that the PPG may like to play a role in promoting the take up of the cards by patients.** This will be discussed at the next meeting when more information is available about the number of cards being filled in.

Stephen also informed the group about the possible formation of a federation of GP practices in the South Warwickshire CCG area. This was triggered by contracts being made available for extra care services for the over 75's. Also, as many services such as flu jabs, phlebotomy and diabetic services will soon be going out to tender it was important that GP practices were in a position to make combined bid in order to retain these services.

It now seems likely that a 7 day a week GP service will be available within the next 5 years and this will lead to a change in how GPs run their practices with a more integrated/amalgamated approach becoming the norm.

Finally Stephen explained how the practice had been requested to support a large newly built residential care home and the difficulties for both our GPs and the community nurse in providing a service on top of their day to day duties. However the practice had applied to the CCG for a contract to enable them to obtain extra resources in line with the other residential homes that they currently support.

He explained that the residential homes took up a lot of GP and nurse time but the practice had had considerable success in preventing unplanned admissions from homes the hospital and improving the health care of the residents. By the use of CCG contracts and therefore obtaining extra financial resources, it was hoped that the extra work involved in supporting residential homes would not impact on patient care at the surgery.

Meeting closed at 7.45pm

**PLEASE NOTE NEXT MEETING IS AT 6.15pm on TUESDAY  
9 December**

### Glossary

<b>PPG</b>	<b>Patients Participation Group</b>
<b>CCG</b>	<b>Clinical Commissioning group</b>
<b>CCGPPPG</b>	<b>Clinical Commissioning group Patients and Public meeting</b>