

**Clarendon Lodge PPG**  
**Minutes of meeting at 5pm on 23 March 2022**  
**At the CLMP surgery**

**Present:** Martin Blows (acting Chair), Stephen Gallagher (practice manager), Sylvia Juba, Heather Storr, Sandra Grafton, Nicholas Renton, Robin Verso

**Apologies:** John Pickering, Gethin Williams, Bridget Winn, Marcia Davis, Dorrette Mc Auslan

Martin reported that Maureen Hirsch has decided to step down from the PPG. She has given strong support to the PPG over many years. The PPG thanked Maureen for her excellent service. **Action** - Martin to write to Maureen

2. **Minutes** of meeting on 23 Feb 2022 – approved, no matters arising

3. **Practice Manager Surgery News** – from Stephen

1. Dr. Hussain has stepped down as a partner this week. He will still be providing occasional locum support but his main new role will be in business development, improving performance and efficiency and website development. He welcomes the PPG monitoring the website regularly. Martin will go through the results of the PPG's current review with him. **Action**
2. Online appointments have been re-instated as requested by the PPG at the last meeting
3. Stephen explained a new triage model being developed. This would involve a GP making medical decisions about who should deal with patient contacts to try to get patients to the right person first time and avoid GPs dealing with business that other staff can best attend to.
4. The number of professional staff who are not GPs is increasing through the Additional Role Reimbursement Scheme (ARRS), funded by the NHS and administered through the PCN. There will be consultation with the PPG before the new triage scheme is implemented. **Action**
5. Staffing Changes
  - One student nurse is leaving shortly and another one will be joining the practice. Two trainee physician associates (PAs) are joining the practice.
  - A new clinical pharmacist has joined the practice and is currently completing training to be a prescriber.
  - A new nurse practitioner has joined the practice and is currently completing advanced nurse practitioner (ANP) training
  - Two new GPs currently completing their training, will be joining the practice in September/October providing an extra 10 GP sessions a week.

#### 4. **Website Survey**

The survey was still open. 30 people (including PPG members) agreed to do it, one dropped out. So far 23 have responded. Martin is collating responses in a spreadsheet. Responses vary considerably.

**Action:** Several PPG members offered to assist Martin in trying to draw out any themes from the many overview comments.

In answer to questions, Stephen explained the history of the development of the website.

Martin suggested that a follow up survey including all Newsletter readers might be a good way of getting a more general view of the website and tabled some questions to be added to SurveyMonkey and the link to the survey published in the next Newsletter. The questions

would elicit what patients used the practice website for and how often they did it. It would also ask the same general questions as the first survey to complement the response to that survey.

**Action:** Steven agreed to provide numbers by age and gender of patients contacting the Practice over a month, so we can judge how representative the respondents to the website survey are.

## 5. Improving Newsletter Circulation

After much discussion, it was agreed that

- A leaflet would be prepared about the Newsletter. **Action:** Nicholas agreed to prepare a draft.
- This would be made available in various places that patients might attend such as Crowne Way Clinic, places where social and religious group meet, e.g., Bubbenhall village hall etc. This to be discussed further.
- the Newsletter sign up page on the Website would be made more prominent and accessible **Action:** Martin
- the text of the proposed leaflet would be put on the screen in the surgery waiting area- **Action:** Martin/Stephen
- The Information Commissioner's Office be asked again to allow the surgery's email addresses for patients to be used to circulate the Newsletter or inform patients about it, stressing that the Newsletter is not promotional about CLMP, but is mainly providing useful information about the services they have signed up for as patients. **Action:** Stephen
- Some printed copies of Newsletters would be made available in a rack in the surgery waiting areas. **Action** ? Sandra

## 5. Fitness and walking activities

**Action:** Sylvia, Heather and Sandra?? agreed to attend one or more lifestyle clinics on Tuesday evenings run by Dr. Hussain and report back. Stephen supplied dates for the upcoming Lifestyle sessions which start at 17:20.

Further to the meeting yesterday, please see below the dates of the lifestyle clinics. They start at 1720:

- 05/04/2022
- 12/04/2022
- 19/04/2022
- 26/04/2022
- 03/05/2022
- 10/05/2022
- 17/05/2022
- 24/05/2022

## 6. Dates of PPG meetings

It was agreed that PPG meetings will be held on the last Wednesday of every month, from 4.30 to 6pm. Next meeting 27th April. **Action: All to note**

## 7. Guest Speakers

Date for Speaker on the Integrated Care Record – 27 April. **Action:** Robin to organise  
Date for Chair of a Kenilworth PPG – deferred to next meeting

## 8. Content of next Newsletter

Martin briefed on the content that will include the Website review and links to questions as indicated above, and an article on Healthwatch written by Robin.

9. There was no other business