

Clarendon Lodge PPG Minutes

Date:	5 November 2024
Time:	17.00-18.30 hours
Place:	Clarendon Lodge Medical Practice
Present:	Martin Blows (Chair), Robin Verso (Vice Chair), Sarah O'Malley, Bridget Winn, Peter Beard, Caroline Green, Carolyn Pickering, Jean Murphy, Amy Miller, Sarah Colley and Stephen Gallagher (Practice Manager) Also in attendance: Dr Oliver Lawton (CLMP GP)
2. Apologies:	Pauline Pears, Heather Storr

3. Minutes and Matters Arising from the last meeting

Discussion:	The minutes of the meeting held on 17 September 2024 were accepted as accurate.
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4. Correspondence/Feedback

Discussion:	There had been very little correspondence from patients since the last meeting Martin informed the PPG that the NAP AGM is to be held on 16 November and he would represent Clarendon Lodge PPG. He also invited other PPG members wish to attend online. There were no volunteers.
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5. Feedback from SW Patient Engagement Group

Discussion:	Robin informed the Meeting of the following: <ul style="list-style-type: none"> • It is expected that the consultation process for a Primary Care Strategy for Coventry and Warwickshire will commence in November • There is a growing awareness and demand for Pharmacy First throughout the area • CL PPG has been asked to become involved in a project with Sherbourne Medical Centre to address the ongoing issue of pharmacy waste • Covid and Flu Vaccinations are now mostly completed in the area
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6. Surgery News and Update

Discussion:	Stephen updated the Meeting: <ul style="list-style-type: none"> • Website Stephen confirmed that 3 proposals are being obtained and that these will be brought to the PPG for consultation • GP Collective Action Stephen confirmed that this has not impacted on patient access and has been limited to behind-the-scenes issues such as refusing unfunded additional work • Staffing CLMP is currently recruiting 2 new receptionists and a nurse. Stephen will be reducing his working week to 3 days per week from 1 December. • Extended Access Dr Lawton outlined the Scheme to the PPG and invited members to let him know the types of appointments that they feel would be of most benefit for patients. He also agreed to write an article for the next newsletter.
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7. Surgery Phone Message

Discussion & Actions:	Amy talked the Group through the proposed new telephone message flowchart. Stephen assured the group that the system does allow the surgery to restrict menu items on a timed base. This would restrict calls up to ten o'clock to requests for doctor consultations only. Other options would only become available after 10am. Stephen will discuss these recommendations with Emma and it is hoped to make the changes soon. A discussion regarding Rapid Health followed and CLMP was pleased to inform the meeting that it is now being used by patients in all age groups. Amy was thanked for her work on the flow charts.
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8. PCN/PPG Group	
Discussion & Actions:	Robin and Martin informed the Meeting that they met with Stuart Jackson who is the manager of the PCN which consists of 8 Practices. They are trying to develop a PPG for the PCN consisting of representatives from each of the individual Practice PPGs. Sherbourne, Warwick Gates and Waterside have already confirmed that they are willing to be involved and contact is ongoing with the other PPGs, some of which are not so active.
9. Annual Patient Survey	
Discussion & Actions:	Martin reminded the Meeting that the PPG has agreed to carry out an annual patient survey. Jean, Sarah C and Caroline agreed to assist Martin with this.
Actions in bold	
10. Progress on PPG Projects for 2024/5	
Discussion:	<ul style="list-style-type: none"> • Pharmacy Review Leaflet PPG Members confirmed that they are happy with the leaflet which will now be finalised by a graphic designer. Robin will obtain a quote for the cost of production for consideration by the partners of CLMP. • Family and Friends Analysis Bridget confirmed that the initial card sort has been completed and she has engaged the assistance of a student to progress the project
11. Content Suggestions for November Newsletter	
Discussion:	Items on the following will be included: <ul style="list-style-type: none"> • New Telephone Message • Surgery News • Extended Access
Action items:	Martin will put together
10. Dates for next meetings	
	17 December 2024 21 January 2025 4 March 2025 All meetings to take place 17.00-18.30 hours at CLMP
11. Any Other Business – None	