

## CLARENDON LODGE PATIENTS PARTICIPATION GROUP

MINUTES OF MEETING 09/12/14

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

**Apologies:** Ann James

### **Notes of last meeting**

These were agreed to be an accurate record of the previous meeting 11/11/14

### **Matters arising**

Martin B and Michael met to discuss to the Newsletter and it was agreed that it was fine to distribute.

### **Meetings attended by members**

There was a CCG meeting on Thursday which generated a vast amount of paperwork. Michael's sub-group was concerned with the financial costs that contractors should bear in new developments but there was no clear conclusion or way forward. The CCG is becoming more involved in Primary Care.

There is to be a CCG meeting 17/12/14 to discuss roles in future commissioning. Co-commissioning will be discussed as an option. At the same time there is to be a restructuring of NHS England which will mean the reduction in the number of Local Area Teams.

Michael felt that there is a concern that patients were not involved enough. They were often not involved at the preliminary discussion stage and were left to virtually rubber stamp what had already been decided. But he drew attention to a recent action by a patient who felt that the NHS was acting unlawfully and won his case.

Stephen said that it is envisaged that there will be a federation of S. Warks GP Practices which will hopefully enable them to bid for contracts in a way which would be realistic in the new bidding arena.

From April 2015 it will be a contractual obligation for all GP practices to have PPGs

## **Work Planning**

The Newsletter needs to be further promoted. So far Michael has had 3 responses from patients, all positive. There was one request for photos of practitioners **Stephen to consider making available information including photos of the doctors for the reception areas.**

Michael queried whether the Friends and Family link can be made from the Newsletter. **Stephen to look into this**

Martin B said that out of 239 Newsletters sent out by email only 2 were bounced back with a 65% open rate. 10% clicked on a link.

Martin B has produced a business card for the PPG which was discussed at the meeting. The card has a Q code on the back. It is envisaged that the cards can be picked up at the surgery and that PPG members can give them to friends and family in the practice. They can also be sent out when letters are sent by the Practice.

Those who have responded about the frequency of the Newsletter have said that they would like it more often than quarterly. It was decided that bi-monthly would be suitable. The length of the printable version will not exceed two sides. The next Newsletter will include information about Friends and Family feedback.

## **Future Meetings and AOB**

It was decided that in future PPG meetings will be bi-monthly.

Starting from January 27th they will be held bi-monthly on the last Tuesday of the relevant month

Stephen gave feedback about Friends and Family test. In November 56 cards were completed and were overwhelmingly positive, and so it is difficult to make a plan on how to make improvements. However the phone system came in for some criticism. This was discussed but to add a queuing system would be prohibitively expensive. At the root of the problem is the fact that there are not enough appointments available. The practice is unable to recruit more doctors because there is nowhere to put them.

Practices have not yet been given full guidance on how many Friends and Family cards should be completed.

In future, standard items to go on the PPG agenda will be complaints (anonymised) and feedback from the Friends and Family cards.

John gave feedback on the recent CQC inspection of the Practice. He thought that it was bland and not constructive. It was not clear who had written the report or what the purpose was. Although the report found the Practice to be operating to a high standard it did not mention the limitations imposed by the building.

Stephen said that we need to look at feedback areas from the Friends and Family cards and compile a report. At the next meeting we need to agree on the areas to be included in an action plan

**Stephen to send out the December results from F and F cards for the PPG members to look at before the January meeting.**

Stephen pointed out that any of us could apply to the CQC to be involved in inspections.

Stephen provided lovely mince pies for everyone for which he was thanked.

Meeting closed at 7.45pm

**PLEASE NOTE NEXT MEETING IS AT 6.15pm on TUESDAY  
27th JANUARY 2015**

### 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> |
| <b>LAT</b>     | <b>Local Area team (NHS England)</b>                            |
| <b>F and F</b> | <b>Family and Friends test</b>                                  |