

## CLARENDON LODGE PATIENTS PARTICIPATION GROUP

### DRAFT NOTES OF MEETING October 9<sup>th</sup> 2018

**Present :** Michael Pearson (Chair), Ann James, Maureen Hirsch, Martin Blows, Dorrette McCauslan, Alison Berry, Stephen Gallagher (Practice Manager), Gill Schweigert (Practice Nurse Manager).

**Apologies:** Marcia Davis, John Pickering, Sam Glover, Bridget Winn, Judith Clark  
Alison Berry was welcomed to the meeting as a new member.

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

These were approved. To be put on the website.

#### **AOB**

Michael said that he had been approached by Warwick Medical School as they were considering doing a research project into surgeries who were sponsoring the Park Run programme. Stephen asked **Michael** to send him the details so he could follow this up. The PPG meeting agreed that Warwick Medical School were welcome to attend their next meeting.

#### **Meetings attended and attending.**

Michael reported that he was involved with Healthwatch in setting up standing conference for PPG members to be controlled by PPG representatives. The conference is scheduled for 30 March 2019 and will be held at the Benn Hall Partnership Centre on Rugby.

#### **Activity List**

This has now been updated to include the Front of House Project

#### **Website Monitoring.**

Sam had provided Michael with a breakdown of the Clarendon Lodge website usage. Michael passed this information onto Stephen for his observations.

#### **Front of House Report**

Alison presented her report on the above. Due to holiday commitments she said she had only been able to spend a short time examining the ground floor facilities. There were a number of superficial issues that needed attention and **Stephen** said he would look into these with a view to resolving as many as possible. However the major concern was the reception area itself. Because of the positioning of the computer screens the receptionist was quite often half hidden from the view of the patient. This presented quite an unwelcoming scenario. Stephen said this issue had been discussed in the Team but the Partners had been concerned about spending a considerable amount of money to resolve the problem when there was a possibility of moving premises. **Alison** said she had number of ideas to deal with the problem. The report was welcomed by the meeting and Alison agreed to continue with the project and tackle the first floor arrangements before the next meeting. Stephen agreed to share the report with the Partners.

#### **Report from Questionnaire Analysis.**

Martin introduced the report. He said that Bridget had assisted him in the initial analysis. Surprisingly, although the questionnaire sent out by the PPG attracted many more responses than the National one (297 as opposed to 83) the results were the same. These results were very positive

and a considerable improvement on last year. In terms of patient care and confidence the work of the GPs at Clarendon Lodge scored either around or over the local and national average.

However there is a concern about patients not getting to see a GP of their choice and perhaps not understanding the on line booking service or new appointment system.

Martin pointed out that there was a problem with communicating with the majority of patients as the Newsletter is at present only reaching some 500 patients,. Several ideas were floated including using the Family and Friends system, putting information into new Patient Packs and handing out cards to patients. **Stephen** agreed to look into these possibilities and **Martin** said he would design the card information.

It was also felt useful to design a questionnaire to send to those patients that had used the new appointment system. This would enable the PPG to gauge how well patients were responding.

**Martin** said he would put together a few questions with other members of the original project group.

Stephen informed the Group the 19% of patients were registered to use the on line service. He would like this figure to be considerably improved and suggested that the PPG develop a project around encouraging more patients to open an on line account. **This will be an agenda item for the next meeting.**

#### **Practice managers report.**

- Stephen was pleased to announce that both Dr Farrar (f) and Dr Al-Zabadi (m) had accepted partnerships in the the Practice. They would take up their positions on the retirement of Dr Mulley in October 2019.
- The new registrars, Dr French(f) and Dr Chopra (m) will be with the Practice until February 2019.
- A new Practice nurse, Vicky Patefield has been appointed
- An Advanced Nurse Practitioner, Jo Riley, will be joining the Practice in November. She is to be employed on a short term contract basis. This is a new departure for Clarendon Lodge and it is hoped that this ANP will help to lessen the workload of the GPs by carrying out tasks that do not necessarily require a GP involvement.
- Replacement flooring is now planned for the waiting areas. Stephen will involve the PPG in the colour design.
- Interviews are being held this week for a new admin staff.
- Stephen informed the PPG that the new extended access project was up and running. Patients from Clarendon Lodge would now be able to have access to both a GP and a nurse later in the evenings during the week and at weekends. This service is in addition to the extra hours currently being provided by the surgery. The extended access service is being provided at the Waterside Medical Centre. Patients will need to contact Clarendon Lodge first in order to access the service.
- The Friends and Family report has been carried out amongst the staff. 93% would recommend Clarendon Lodge to friends and family. One interesting issue that came up was that staff were having to listen to the same pieces of music throughout the day which was somewhat irritating. **The meeting** agreed to look at this to find a solution.

Meeting finished at 7.45pm.

**Next meeting:- Tuesday December 4th at 6pm.**