

CLARENDON LODGE PATIENTS PARTICIPATION GROUP

NOTES OF MEETING 12 November 2019

Present : Michael Pearson (Chair), Marcia Davis, John Pickering, Ann James, Bridget Winn, Martin Blows, Gethin Williams, Maureen Hirsch, Sam Grover, Dorrette McAuslan, Stephen Gallagher (Practice Manager), Dr Hussain Al-Zubaidi and Dr John Fulbrook (senior partner).

Apologies: none

Notes of last meeting

Agreed and to be put on the website.

Any other business

None

New Website

Dr Al-Zubaidi explained how he was designing the new website as a portal to assist patients not only to access the practice services but also as a health information service to assist patients in understanding and acting on their health needs.

The PPG were concerned about the repetitive nature of the site particularly advice and information and also older people having a problem with it.

Dr Al-Zubaidi explained that as 80% of website hits were coming from mobiles he was prioritising the site in this respect.

The problem of people whose first language was not English and what provision has been made for them.

Dr Al-Zubaidi said that he had developed a feedback form for the website and would be grateful for **PPG help in improving this**. To date most comments on the website had been positive although the sample was small and there was no information about age or ethnicity in the responses.

Martin raised the issue of the platform being used for the website. He believed that it was not flexible enough to provide for all the website needs.

The PPG pages were mentioned and it was agreed that **Martin could edit these** if he could have a personal log in

Dr Al-Zubaidi said he was quite willing **to meet with members of the PPG** with an interest in website development to go over ideas and perhaps get a better idea about how patients were or were not able to use the website. If, say older patients were finding the website difficult then it may be possible to help them access courses on website use.

From next year the NHS will require all practices to provide on line consultations. Patients will fill in on line forms describing their symptoms and these will be subject to a triage system. Dr Fulbrook stated that despite the on line requirements it will always be possible to telephone the surgery as now. Gethin asked if the practice had a patient profile they could share with the PPG. **Stephen said he would arrange this.**

Practice Managers report

Stephen reported that Dr Mulley had now retired. However Dr Helen Farrar will be returning to the Practice as a partner. She is a specialist in Women's health. Dr Al-Zubaidi will also be joining as a Partner. Dr Al-Zubaidi specialises in joint injections and also has considerable expertise in IT including website development.

Two members of staff are on maternity leave in January 2020— a practice nurse and the clinical pharmacist. Two practice nurses are off on sick leave so it has been necessary to employ locum nurses.

Two new receptionists have been appointed (one with previous experience of the practice). Also the Advanced Nurse Practitioner has left.

Office space in Gainsborough hall in Russell Street has been acquired and will be used for back office functions for the 8 PCN Practices.

The Clarendon Lodge Fitness day was a considerable success but this was only the start of a programme to enable patients to achieve a greater level of fitness. Dr Fulbrook said that he had been interviewed by BBC Midlands today in respect of the Practice's work in promoting exercise for health. Marcia asked about activities for older people. These were being addressed and a Walking for Health programme will soon be starting.

There will be a Christmas Treasure Hunt for children on 14 December. **Stephen would like PPG members to assist if possible.**

The new Social Prescriber will be based in the Practice every Thursday. **The PPG expressed a wish to meet with him. Stephen to arrange if possible.**

A clinical pharmacist has also been appointed. **Stephen will send details to PPG.**

These appointments will be used strategically across the four practices. A decision will need to be taken on how best to use their services and also how to use the yearly funding in respect of the additional staff which may include first contact physiotherapists and paramedics.

It was agreed that there was a huge unmet need for social prescribing and it may be that this becomes a priority area for the future.

PCNs

Stephen mentioned a maturity Matrix to track the progress on the PCN. **He agreed to send a copy to members.**

Gethin informed the group about a recent paper from the Nuffield Institute examining the worst outcomes for PCNs and what might be done to rectify the situation. **Michael agreed to send a link to this paper to the members.**

Stephen also mentioned that the local PCN meetings were still in operation. The next one being on the 28 November. Michael to attend.

Also the CCG were planning a South Warwickshire PCNs and PPGs meeting including all other bodies who had an interest in the wider picture (known as Place). **Michael will attend as Chair.**

Discussion re PPG involvement with the Practice.

There followed a detailed discussion on how the Practice was engaging with the PPG. There was a feeling amongst members that they got to hear about and were asked about activities and new services after the event and not before. A good example of this was the Practice Fitness club. Dr Fulbrook did agree that the PPG had been overlooked in the planning of this event and did apologise on behalf of the Practice. He made it clear that there was no intention to avoid PPG involvement. However, the workload of the practice and speed of events sometimes made engagement difficult. There was some discussion about the frequency of meetings. Some members felt that small project group meetings could take place in between meetings. **Michael and Stephen agreed to give this more thought.**

Date of next meeting

This was agreed as Tuesday January 14th at 6 pm

Actions

Details of PCN Clinical Pharmacist – Stephen

Maturity Matrix to PPG – Stephen

Patient Profile statistics to PPG – Stephen

Nuffield report link to PPG – Michael

Help with Treasure Hunt on 14 December – PPG members.

Website meeting – Martin and Dr Hussain

Website feedback form -help with improving – PPG members

PPG website pages to be edited and kept up to date - Martin

Meeting with Social Prescriber – Stephen to arrange

PPCN and CCG meetings – Michael to attend.

Frequency of meetings – Michael and Stephen