

## **Clarendon Lodge Patients Participation Group Meeting Held at CLMP Tuesday 24th October 2023**

**Present:** Martin Blows (Chair); Dr. Tom Harper, Practice GP; Stephen Gallagher, Practice Manager; Bridget Winn; Gethin Williams; Michael Pearson; Robin Verso; John Pickering.

We also welcomed Julie Bell a PPG member from Warwick Gates Practice who attended to share views and experiences of PPGs

**Apologies:** Heather Storr and Sandra Grafton

### **Minutes and matters arising**

The minutes of the previous meeting held on August 15<sup>th</sup> 2023 were agreed to be accurate. There were no matters arising

### **Surgery news and update**

- The Practice will be losing a salaried GP, Dr. Collett at the end of November.
- The Advanced Nurse Practitioner (ANP) and Pharmacist will be returning in January.
- One of the receptionists has left but a new Receptionist has been recently appointed.
- 8 bike racks are to be installed in the carpark by the end of January with the loss of one car parking space.
- Repairs to windows are being undertaken
- Flu jabs: the Practice was keen to get as many patients vaccinated as possible and on the first day 1,400 were vaccinated. There were some difficulties with the organisation which was rectified at future clinics. Currently 79% of over 65 year old patients have been vaccinated and 50% of under 65s.

### **Rapid Health**

There was some discussion around how and to what extent this has been introduced . Stephen feels that current access to Rapid Health should be considered a pilot allowing the surgery to identify any potential problems in the system. At the moment the only way of patients can find out about Rapid Health through the Newsletter, website or option 3 on the phone system. 180 patients have used these means of access so far. Stephen is keen to obtain feedback from patients who have used it. As changes have been made as Rapid Health has been launched it has been decided to delay getting feedback until the system becomes stable.

### **SWPE report.**

PPG Chairs meet about every 2 months and are looking at ways of expanding communications with PPGs. There are difficulties regarding how to work effectively at PCN level as only 3 out of the 8 PPGs in our PCN have an active PPG. The body responsible for checking that all Practices are complying with their contractual obligations and have a PPG is the CQC . Robin Verso will take up this issue with Christina Ramas.

### **New Constitution**

Currently there are 3 vacancies for members of CLMP PPG. Stephen Gallagher is the PPG member from the Practice. There was some discussion around 7:30 of the

constitution which calls for admin support but it was finally agreed that PPG members should be taking the minutes.

There was some concern about the requirement for potential new members to fill in applications forms with CV and statements of why they would like to join and what skills they could bring. It was felt that many people would not really know what the PPG did and a first step might be to invite them to attend meeting(s) to observe.

### **PCN : Access for Patients**

PPG were concerned about the proposed introduction of a Patients Panel which it was feared might undermine the role of PPGs. It was agreed that Dr. Lawton be invited to a further meeting where we could ask him to clarify the role and function of such a Panel.

### **PPG Action Plan for 2023**

- Ageing well: awaiting outcome of Dr. Hussain's endeavours to obtain funding further work
- Younger patient voice: Heather submitted a short report and slow progress partly due to difficulties arranging visits to Toddler Groups. The groups has, however, spoken to a large number of parents and hopes to report back soon.
- Newsletter circulation: this increased from 600 to 1,052 in a recent 2-3 week period. Patients do not always inform the surgery if they change their email addresses or mobile phone numbers which limits the number of patients it is possible to contact. The new figure represents about 7.3% of the patient list.
- New website and future review: it was agreed that it was too soon to repeat a review. Stephen has agreed to provide a traffic report on use
- Pharmacy review: work continues

### **Appointment of new PPG members**

There are three vacancies. There was discussion about how to publicize the vacancies. The Newsletter, notice board, website and big screen in the surgery were suggested, as was the need for criteria for selection.

As many people do not know what the PPG is and what it does, Martin asked if a member would write a short piece about it. John Pickering offered to do this. In addition it was agreed that, as a first step, potential new members could be invited to attend a meeting to observe. Robin, Martin and Michael will meet as a small group to discuss further ideas.

### **Content suggestions for November Newsletter**

- John will write about PPG membership
- Stephen will write about Rapid Health
- Bridget has written an article of foot care.
- Martin will write about dental health and access to it
- In the future articles about the roles of practitioners in the Practice

### **AOB**

Dr Harper asked if the PPG could help with his idea for setting up a dementia clinic. PPG members expressed their interest in supporting this initiative. In the meantime Dr. Harper will provide further details to the PPG

**Proposed date of next meeting: Tuesday 5th December 5-6.30**