

CLARENDON LODGE PATIENTS PARTICIPATION GROUP

NOTES OF MEETING 25/07/17

Present : Michael Pearson (Chair), Sam Grover, Martin Blows, Ann James, Bridget Winn, Stephen Gallagher (Practice Manager),

Apologies: John Pickering, Maureen Hirsch, Marcia Davis, Dorrette McCauslan

Notes of last meeting

These were looked at by the group. It was noted that all the outstanding actions had been completed.

AOB

Michael informed the group that he had asked the Observer reporter to correct a front page article in the 21 July edition suggesting that Clarendon Lodge was merging and moving to Lillington. Clarendon Lodge Medical Centre has no plans to move or merge at the present time.

Friends and Family

Michael reported that there had been 107 Family and Friends comments sent to the Practice in June. 92% of these were positive. The main concern was getting an appointment and getting through on the telephone.

There were just a few issues concerning the attitude of reception staff and the length of time waiting for nurse appointments. Stephen said that both these issues were being addressed.

Practice Managers Report.

Stephen said two complaints were dealt with since the last meeting and resolved.

The Practice had decided against a telephone message informing patients about the new system.

Dr Fahmy has returned from maternity leave.

Dr Alsop is due back in two weeks.

Dr Parsons has now left and Dr Chan retires at the end of August..

Dr Rothwell and Dr Farrar have now been appointed on a permanent basis to replace Dr Parsons and Dr Chan.

The Practice now has six partner GPs and 3 salaried GP

It is expected that this number will be boosted by three registrar GPs in August.

The Practice pharmacist will be soon be able to carry out prescribing duties following her qualification.

The Practice is to bid for the 8-15 year olds phlebotomy contract.

The list size is now 13,600 patients.

Stephen reported that the survey on Practices carried out nationally by the NHS had been published. Unfortunately the results for Clarendon Lodge were not as good as last year and this was a concern

In House Survey.

Following Stephen's concerns about the NHS survey results it was agreed to carry out an in house survey using the same questions as on the NHS survey. This would enable the PPG to see if improvements were being made following the introduction of the new system and the return to full strength in respect of the GPs. It was agreed that the PPG would run the survey with Stephen's help and that Sam and Martin would take the lead on this. It was expected that the survey would be carried out in November 2017. It was also pointed out that another survey may be needed to check out the success or otherwise of the GP Direct system after its introduction in September.

Meetings attended by members

There were no reports on meetings

Demand Led System and implementation.

This system will be known as GP Direct.

The lead in to implementation would be six weeks from 24 July.

Stephen thanked the PPG for their work in producing the newsletter informing patients about the new system and for their help with the leaflet.

Leaflets are now available for patients, information is on the website and as many patients as possible will be emailed over the next few days.

Michael informed the group of his work with the morning queue over the last two days. Whilst some patients felt that the improvement was a good idea there was some scepticism about the ease of telephoning in and the difficulty of receiving a GP call whilst at work.

It was agreed that PPG members would visit the reception areas during the next few weeks to check whether patients were aware of the introduction of the new system, deal with any issues arising and obtain feedback about how the change is being received. Michael will send an email round and co- ordinate the visits.

It was also felt that another PPG newsletter should go out on launch day.

Meeting ended at 7.45pm

Next Meetings 26 September 2017.

Abbreviations:- PPG = Patients Participation Group