

## CLARENDON LODGE PATIENTS PARTICIPATION GROUP

### MINUTES OF MEETING 02/06/15

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

**Apologies:** John Pickering, Dr Allsop

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

These were approved as a correct record of the last meeting.

#### **Matters arising**

Details of the PPG newsletter are on the waiting room noticeboard. The PPG Business Cards are also available here.

Stephen has made the dementia figures available. Marcia has a contact who could offer training on signs of dementia, helping friends and relatives and information about services available. It was not clear if this would be appropriate for PPG members but Stephen will ask the GPs if they would be interested.

Maureen said that it was also proposed to offer a presentation on the new Social Care Act for GPs. Michael will explore this option with Maureen and Stephen

The Healthwatch report has been sent out by Stephen

The Newsletter has been distributed for June and has been well received. Martin reported a steady stream of new subscribers.

Residential Care contract: report available

Visiononline has been trialled with PPG members and the problems sorted out

The residential care report completed by 3 PPG members is available on request

#### **Residential care pilot**

3 PPG members visited 4 care homes where there are Clarendon Lodge patients. They spoke to staff, and where appropriate, patients without staff present. The staff were very pleased with the service provided by Clarendon Lodge. They felt that it was both efficient and a learning experience. They saw it as a reliable and integrated service. The PPG were delighted that they had the opportunity to go into the Homes

#### **Meetings attended by members**

Michael has attended one CCG meeting and is due to another one soon.

CCG have formed a committee for commissioning Primary Care. Details on contracts are available if PPG interested

Maureen and Michael are on the Primary Care sub Group reporting to the Patients group of the CCG

Michael has PPG documents from the CCG which he can make available.  
The GP federation in S Warwickshire includes all surgeries except 2  
Some concern was expressed in today's meeting about the amount of NHS money that would be going into the monitoring of contracts

### **Family and Friends and Complaints**

The responses for the last month show a very similar pattern to earlier ones. Patients say that they are very pleased with the care that they receive from Clarendon Lodge practice. Mention was made of the fact that the atmosphere in the practice is always cheerful despite the pressures that staff are experiencing.

As before there were many complaints about the appointment system and the difficulties in getting an appointment but there were several more positive: it is always possible to get an appointment when there are real concerns. Also the availability of on line appointments and the ease of getting through on the phone were mentioned.

There were a number of responses that referred specifically to Reception staff noting how helpful and courteous they were. One person said that they had never found such helpful reception staff in any GP surgery before.

One person queried how many more times they were going to be asked to fill in Family and Friends cards.

There was discussion about whether Bridget should continue to analyse F and F data. It was agreed that it should continue for the time being to see if there is any change in the main nature of responses however the Newsletter would not be reporting the analysis results in detail unless there was a change in patient views.

### **Standing items**

Maureen attended the Gateway meeting at which those attending were given a presentation about a service delivery model for those with mental health and learning disabilities. It was felt that whilst it was a very good model, it was not clear where the money was going to come from.

There has been further positive feedback about the Newsletter including the Question and Answer format. Some patients have emailed Martin with this feedback. There has been a 62% opening rate of those who have been sent the Newsletter

### **Work Planning**

The next Newsletter will be put out in July. Martin and Michael to meet to discuss format and content.

### **Practice Manager's Report**

- Clarendon Lodge did not win the contract to deliver enhanced services to Priory House nursing home in Milverton.
- a new salaried GP and a full time registrar will start in August making access a priority
- a new receptionist will be starting this month
- a new medical secretary will also be starting this month
- Jackie the office manager has left

- the practice will be trying to recruit a Health Care Assistant. Sonya is leaving after 12 years
- there have been 3 complaints. These were regarding locum GPs and were not of a clinical nature
- the feedback on the Newsletter from GPs was very good
- details on 3,000 patients will need to be moved to allow for a new on-line provider. This will mean that for a short time on line facilities will not be available. The surgery will need to close for staff training. Stephen requested that this information be included in the Newsletter and this was agreed. He will also use the screen in the waiting room to further alert patients to the changes etc
- there was a further meeting about premises on May 19th which included other practices and NHS England. Finances were discussed as well as contractual responsibilities. Other matters that will need to be clarified include who will be in the building. There will be a Public Consultation meeting on June 26th about the Local Plan which will include plans for the new Lillington building which will include this Practice
- the Practice will have to inform every patient of the name of their accountable (named) GP by March 2016.
- The refurbishment of the reception areas has been completed
- The Clarendon Lodge Patient Participation report compiled by Stephen with input from the PPG has been approved by NHS (England) and the appropriate funding awarded to the Practice.
- The South Warwickshire GP federation will be making a presentation at the next Patient Group of the CCG. Michael will report back on this.

#### **AOB**

- the National Association for Patient Participation have a national conference in Leamington on Saturday. Maureen had applied to go but was too late to be offered a place. However Michael will be attending
- CCG/PPG are keen that Buddy Groups are established, in our case to join with Cubbington, Sherbourne and Avonside. The aim of the Buddy groups is to support each other and share best practice. Michael will report back. The meetings are not necessarily face to face but can be done through email
- Michael asked if he could put up flyers about walks around Leamington. These will constitute gentle exercise as well as informing participants about the town. Stephen agreed this would be a good way of encouraging patients to enjoy exercise.

**The date of the next meeting of the PPG is July 28th**

**Note:-**

**CCG - Clinical Commissioning Group**

**PPG - Patients Participation Group**

**Gateway - A CCG meeting open to patients where prospective health service suppliers can present their case.**