

CLARENDON LODGE PATIENTS PARTICIPATION GROUP

MINUTES OF MEETING 22/03/16

Present : Dr. Lawton (new partner in the Practice) Michael Pearson (Chair) Alison Waite (Reception Team Manager) Maureen Hirsch, Ann James, Daphne Edwards, Sam Grover, Martin Blows, John Pickering, Bridget Winn.

Apologies: Stephen Gallagher (Practice Manager), Martin Merson, Marcia Davis. Members sent their best wishes to Martin M.

Minutes of last meeting: These were approved as a correct record of the last meeting

Meetings attended by members:

Maureen and Daphne attended the CGC 3P meeting where phlebotomy and other services were discussed. The fact of putting these services out to tender seemed to be a fait accompli. Under these arrangements patients may have to attend a designated centre rather than their GP surgery to have their blood taken. No details were available about where these centres might be.

This seems to have been decided without any consultation

The CGC asked the PPG to publicise the **Have Your Say Day** which is on Tuesday 26th April. There will be two sessions: 12.30 and 5.30 so people can choose which time to attend. It will be held at the Dormer Conference Centre next to St Peter's Church in Leamington. Martin will publicise this in the Newsletter.

The CGC also discussed the change in dementia management and diagnosis as they wish to bring the diagnosis out of the hospital into the GP practice. (CLMP is to be part of the pilot and doctors will go on training to effect this)

Although it is already commissioning, the CGC has no Primary Care Strategy. There is a sub group of the CCG 3P group looking at this but they have been instructed to stop designing a strategy by the CCG Board.

Practice Manager's Report

Access to records - Detailed Coded Record

Stephen requested volunteers from the PPG to go through the process to check for any problems in accessing it. John, Martin Blows, Sam and Bridget volunteered to do this. There was an interesting discussion on who might apply to see their records. Dr Lawson felt it may do more harm than good. Making sure the records were suitable for viewing was a time consuming task as no third party information could be divulged.

Staff update

Philippa James and Andrea Jones joined the reception team in January. Alison said that with the number of staff leaving the reception team was practically new. Michael asked Alison to consider setting up an informal meeting between reception and PPG members on a getting to know you basis.

Residential Homes Project

The success of the pilot has led the CGC to commission this as a service in 20 homes. Dr Lawson is hoping that Clarendon Lodge will be successful in bidding for part of the contract but there is no guarantee on this. The Reminiscence Project is now being sponsored by the Practice and will commence in April. Michael to arrange in liaison with the Leamington History Group.

Young People Survey

The Practice will send out SMS messages to the parents of children for feedback on the practice. Stephen has asked for a volunteer to work in partnership with the Practice in analysing and reporting on the data. Bridget has offered to talk to Stephen to see what that would involve.

GP net earnings

From 01/04/16 GPs will be contractually obliged to put their net earnings on the website. Dr Lawson advised the group that this had already been done.

CQC

Sherbourne Medical Practice have their date for inspection. It is expected that, following previous patterns of inspection that CLMP will be next. PPG members are encouraged to attend the inspection day to give their views. Stephen to advise on the date.

Carers event

This has been booked for 28/04/16. Ann James (PPG) will be assisting Rosemary Pantling in organising this.

New Premises

Work is on-going but no decision has been reached. The Practice is to go ahead in producing a Business case for new premises.

Friends and Family

Although the card responses are declining text messages to patients and the use of the website link has increased the number of responses. Bridget agreed to look at the raw data provided and see if she can produce a report for the next meeting. Stephen has offered his support.

Complaints

2 complaints were received, investigated and appropriate action taken.

Website re-design

The PPG subgroup are looking at this as they were disappointed in what the potential provider had to offer. It is possible that the budget was too low to purchase a better system. Dr Lawton will see if there is any more money available to do this. Meanwhile work will continue with PPG members Martin Blows and Sam meeting with the designer to progress matters.

Newsletter

Martin reported that there are now 312 subscribers and gave details about numbers accessing the Newsletter.

Dr. Lawton said that he will arrange for the link to the website to be texted to patients when they contact them about feedback. He also suggested a question and answer format about patient concerns for the next Newsletter. Michael and Martin agreed to work on publishing the next newsletter as soon as possible.

Letter received from the CGC in response to Michael

Sam will scan the letters and send them out to members (*already done*). Maureen and Daphne are considering engaging with other PPGs about the issues surrounding contracting out and consultation. Daphne to contact the CCG secretary to ask for the relevant email addresses.

Date of the next meeting: Tuesday May 24th 2016