

CLARENDON LODGE PATIENTS PARTICIPATION GROUP

NOTES OF MEETING 27 March 2018

Present : Michael Pearson (Chair), Marcia Davis, John Pickering, Martin Blows, Ann James, Dorrette McAuslan, Bridget Winn, Maureen Hirsch, Stephen Gallagher (Practice Manager), Dr Fulbrook.

Apologies: Sam Glover

Notes of last meeting

These were approved. To be put on the website.

AOB

None

Meetings attended

Michael reported that he had attended two meetings with the GP Federation concerning their bid for the Extended access service. He said that the meetings were very positive. He had written to the GP Federation on behalf of the PPG offering support to the bid.

Friends and Family

The February results showed that patients were very positive about the Practice and the new system. The number of complaints about appointments and the telephone system had again decreased. The PPG welcomed the reduction in complaints about the telephone system and lack of access to a GP. It was agreed to look for trends in patient comments and take action as necessary. Stephen said one comment from a patient had been picked up and dealt with by the Practice

Practice Managers Report.

- Two new receptionists were to be appointed
- One receptionist has been appointed to work specifically with the Practice pharmacist as Prescription manager
- The Practice Nursing Manager is retiring in July.

Maureen raised the issue of patient access to the Pharmacist. Stephen said that patients can book appointments direct if they wished to discuss their medication. The Pharmacist now carried out prescription reviews.

PPG activity log

The meeting then reviewed PPG activity during 2017/8. Whilst a number of projects were completed successfully some were on going and needed attention.

Issues arising:-

- The newsletter now needs an update and **Martin** has designed a new format and suggested a monthly edition. This was accepted by the group. **Stephen** agreed to provide one or two practice news items with **Martin** and **Michael** providing other news of interest. It may be possible to include items reported in the NAPP newsletter. **Martin** will produce the newsletter deadline dates.
- Website monitoring and data. **Sam** to be approached about proving the website usage data

- and ensuring it was up to date.
- Family and Friends data analysis. It was agreed to report on the Family and Friends data every other meeting. **Bridget** agreed to provide a report outlining any particular trends amongst patient comments.
 - Carers Group. As Stephen had been involved in meetings to revive the carers group at the Practice, **Ann** expressed an interest in being involved on behalf of the PPG.
 - Representation of PPG at the CCG Patients Group. **Maureen** said that she had been unable to attend these meetings recently but intended to in the future. She agreed to keep the PPG informed about any issues arising from the meeting.
 - On line services. Stephen said that the Practice would like to achieve a 10% target for patient use of online access to medical records. Currently 21% of patients have an account at the practice and 400 of which have had access to their records. The PPG felt that having to come into reception with ID papers may be putting people off opening an account as it cannot be done on line. More work needs to be done to encourage patients to take up this service. **Martin** said the newsletter could be used for this purpose.
 - PPG notice board. **Martin** said that he intended to revamp the PPG noticeboard in reception when time permitted.
 - Continue to monitor the GP Direct Service. This is a task for all to ensure patients are not falling through any gaps in the service. Michael reported that he had been talking to Warwick University Medical School and they would like to meet with the PPG about submitting a bid to research the effect of telephone triage on frail elderly patients. The PPG agreed to this request. **Michael** to confirm.
 - To arrange to have the NHS annual survey available to all patients. Stephen said that work on this had stalled. **Michael** will contact Sam and see if progress could be made.
 - To support the GP federation in its bid for the extended access contract. **Michael** agreed to remain the PPG representative.

Other issues.

John P. raised the issue of the satellite surgery. Stephen said that the work on the Residential Home had been delayed and he was waiting to hear about a completion date. The satellite surgery plan is still in place and has been approved by the CCG.

The issue of the GP timetable was raised as an up to date version was not always easily available to patients. **Stephen** will look into this.

Dr Fulbrook stated that the Practice valued the work of the PPG and fully supported its work programme.

Meeting finished at 7.45 pm

Next meeting:- Tuesday June 5th at 6pm.