

## CLARENDON LODGE PATIENTS PARTICIPATION GROUP

### MINUTES OF MEETING 30/09/14

**Present:** Michael Pearson (Chair), Ann James, Sam Grover, Martin Blows, Anthony Cox, John Pickering, Martin Merson, Sally (briefly), Dr Tom Harper.

**Apologies:** Anna Pollert, Bridget Winn, Marcia Davis, Maureen Hirsch

The meeting welcomed Martin M back after his accident and sent their best wishes to Maureen for a speedy recovery.

Unfortunately **Healthwatch** were unable to attend due to unforeseen circumstances but they will attend a future meeting.

### **Notes of last meeting**

These were agreed to be an accurate record of the previous meeting 26/08/14

### **Matters arising**

The plan to include a letter from the PPG with the flu letters had been carried out  
The CQC report was now on the Clarendon Lodge website

### **Meetings attended by members**

Michael reported on the CCGPPPG meeting he attended on 18 September. The meeting is to be restructured to allow for a number of steering groups to be set up to address particular issues mainly about service delivery. Michael stated that it would be useful if members indicated any special interests they had concerning health care so that the steering groups could tap into their expertise.

There was still an intention to set up PPG buddy groups but progress was very slow.

Joint commissioning of GP services was now a possibility for the CCG. The meeting was concerned about conflict of interest over this. With the LAT's being reduced in size it now seems likely that the CCG's will play a bigger role in determining the services provided by GPs.

Michael cannot attend the next meeting of the CCG PPPG and Maureen is not available. Any member that wishes to attend can contact Michael. The meeting is at the Sydni Centre, Sydenham, Leamington on Thursday 23 October 10am – 12.30pm.

### **Future Meetings and AOB**

November 11th

December 9th (Christmas biscuits)

Stephen requested that the PPG support a bid by the Practice (in conjunction with other Practices) to set up a needs assessment service for patients over 75 who may wish to receive extra support. This service would involve Age UK who would provide a Care Navigator Service (CN).

The bid is to be submitted to the CCG by 9 October.

The meeting supported the bid in principle but were disappointed that they were not involved at the planning stage and were only asked for their view after the design of the bid had been formulated

## **Work Planning**

### **PPG notices in waiting rooms**

It was agreed to redesign the notice boards in the waiting areas to encourage patients to sign up for the newsletter.

### **Patient Participation DES**

The Practice has signed up to this for 2014/5. Stephen has requested that the PPG assist in looking at various feedback sources in order to establish any patient concerns. Once this has been achieved Stephen will then identify three priority areas for action and draw up an appropriate plan.

Martin M agreed to look at the National GP patient survey. Michael will contact Stephen regarding any complaints or suggestions received by the Practice. John will see if the CQC report throws up any major issues.

Michael had received feedback from Healthwatch to say that only two complaints had been received about Clarendon Lodge and that these had been resolved satisfactorily.

The meeting felt that the forthcoming Family and friends test should be included in the feedback.

Michael to meet with Stephen in November to discuss outcome of feedback.

### **Newsletter**

Martin B reported that he had received over 100 requests for the newsletter. Some patients not on email had sent in their address or telephone number. As these requests were small in number hand delivery should be possible.

Martin to ensure that patients were made aware that the newsletter was organised by patients and not the practice and that the email list would be kept by the PPG and only used to communicate with patients. Patients will be able to unsubscribe at any time.

A direct signing up system will be developed. Martin B and Sam to progress this.

A business card with details about signing up for the newsletter was suggested

A discussion took place about newsletter content. Michael and Anthony had met to look at possible items for inclusion. Anthony to circulate these if possible.

The meeting was concerned that information about the future of GP services should be included but in an informed and helpful way.

It was agreed to produce the next newsletter in November to allow time for collating ideas and developing a suitable format.

Members were encouraged to send any ideas on content to Anthony.

Anthony, Michael and Martin B to meet in early November to take this forward.

Meeting closed at 7.45pm

**PLEASE NOTE NEXT MEETING IS AT 6.15pm on TUESDAY  
11 November**

### Glossary

<b>PPG</b>	<b>Patients Participation Group</b>
<b>CCG</b>	<b>Clinical Commissioning group</b>
<b>CCGPPPG</b>	<b>Clinical Commissioning group Patients and Public meeting</b>
<b>LAT</b>	<b>Local Area team (NHS England)</b>