

Clarendon Lodge PPG
Minutes of meeting Tuesday 2nd May
via Zoom

Present: Martin Blows (PPG Chair); Robin Verso; Heather Storr; Marcia Davis; Bridget Winn; Sandra Grafton; John Pickering

Apologies: Nicholas Renton

Minutes of meeting held 21st March and matters arising

- It was pointed out that Bridget's name was erroneously added to the Ageing Health group and omitted from the Younger Patients' Voice Group
- There was a query about the rota for the Life style clinic. This will be raised at the next meeting together with Bridget reporting back to the group about the Clinic
- CLMP has provided ID for PPG members in the past as illustrated by Bridget
- Questions were asked about the attendance of Stephen attending PPG meetings. He will try to arrange for a GP to attend the next meeting.

Surgery News and Update

Practice Funding

As Stephen was not present these items could not be covered

PPG Action Plan for 2023

Martin would like clear objectives with specific targets and time scales. He would like groups to carry out their work independently and report back on progress.

- **Ageing Health:** Stephen had told Martin that GPs would be unable to take an active part in this. Julie would like to be involved in this group with Sandra and Heather and this was agreed. Martin will contact Julie to get her permission for her email address to be shared with them. It was felt that Emma's input would be very valuable but she is very busy. Sandra and Heather shared their ideas for a plan which would involve visiting Care Home/s with a GP and/or nurse to begin to build relationships with residents. The plan would be to introduce an appropriate subject for information and discussion. The possibility of involving the other practices in the PCN was discussed.
- **Younger Patients' Voice:** Bridget Sandra and Heather outlined the plans they made at their recent meeting . This included resources they would need before undertaking the work - ID, printing of statements etc for participants . Martin will make his laser printer available for this and

project statements will be sent to Stephen' It was agreed that work with older school students should be left for the moment.

- **Improving Newsletter Circulation :** Martin reported that the possibility of sending a welcome message to new patients has been investigated but this has to be done manually. The use of the screen in the waiting room requires Stephen to write everything as a Power Point. The possibility of CLMP asking patients if they want to sign up for the Newsletter was raised. The Practice seem reluctant to do this probably due to concerns about data protection. A suggestion was made that hard copies available in the surgery could have a a tear off slip included which invited patients to sign up. Martin will follow this up. Robin explained how they got around that at his sailing club and wondered if the surgery could do the same. Martin explained that this was the process recommended by NAPP. Martin and Robin would approach Stephen about using this system of asking patients if they are happy to share just their email address with the PPG for the Newsletter.
- **Re write the PPG constitution:** Not completed. Martin to contact Gethin and Nicholas
- **Pharmacy Review:** Michael was not present but Robin has written a comprehensive outline brief for potential work. A copy has been sent to Michael but Martin will send a further copy. Martin will meet Michael about this work. There is no mention of hospitals in this which would be a big piece of work perhaps to be considered later.
- **Digital Literacy:** despite some frustration over progress on the website the first page has been completed by Dr Hussain which all agreed was looking good. There was general agreement that it is a good idea to have more than one route for patients to reach the information they want and this is possible. It was suggested that the headings on the drop down menus should be alphabetical. Also that a picture of the Practice would make it more 'human'. Martin pointed out that the site was designed to work on a tablet and phone. As well as on a computer screen. John asked about the whiteness of the site and wondered if some more colour could be added apart from the new coloured icons.
- Martin felt that Digital Literacy should be put on hold for the time being. There was general agreement that if the Practice wanted patients to access the NHS app they would need to take the lead in doing this.
- **Attendance at Life Style classes:** a rota is necessary so that only one PPG member attends any meeting. This will be discussed at the next meeting

Next meeting Tuesday June 6th 5-6.30 at CLMP