

## CLARENDON LODGE PATIENTS PARTICIPATION GROUP

### MINUTES OF MEETING 23/07/13

**Present:** Michael Pearson(Chair), Brian Gould (Secretary), Anthony Cox, Sally Jury, Sam Grover, Bridget Winn, John Pickering, Stephen Gallagher (Practice Manager), Dr John Fulbrook(Managing Partner).

**Apologies:** Emma Hadden, Ronald Buyers, Kate Sayer.

### Minutes of last meeting and matters arising

The Chair stated, confirmed by Stephen, that the Practice is continuing for another year with the DES scheme. Chair will circulate DES conditions to members.

The Chair announced that he was arranging a meeting with Healthwatch to talk about young peoples' attitude to medical services re Bridget's project and their views of the Practice.

**Action:** Chair

The minutes were approved.

### Matters arising

The Chair had attended the last CCG meeting and reported that they were seeking patient's views on the health services that they were now responsible for commissioning. Chair to send round an email requesting information from members. Chair also attended a sub group meeting of CCG PPG and progress is being made in collecting information about PPGs in Warwickshire with a view to setting up support groups. Chair will make minutes of the CCG PPG meetings available to all members. It is also intended to put them on the PPG website page when this is available.

**Action:** Chair

Maureen felt that we should have some sort of document showing the organisation of CCG and the ancillary units more clearly. This could be achieved by reissuing an invite to Charles Goody – CCG board member. This will be considered at the next meeting.

Stephen told the Group that the Practice was in a Buddy Group of five practices. He also reported that plans were well under way to introduce the new appointment system in the first week in September and that a local number 01926 353539 is now available for contacting the surgery. However, Stephen mentioned that this local number was best used during non peak times. Every possible means will be used to advertise the changes to the appointment system.

The Chair had written a comprehensive letter to the CCG reporting on the fact that the premises of the Practice were unsuitable for purpose but had not had a reply but he was still pursuing this matter. Currently the Chair has resent the letter to the Local Area Team based in Coventry and is now awaiting a reply. Dr. Fulbrook stated that the present building was very cheap to run which deterred

the authorities from engaging in more expensive premises. John Pickering agreed to follow this up.

**Action:** Chair/ John

### **Work Planning**

#### **Practice/PPG Web Site**

Sam and Stephen showed an excellent presentation of three possible main pages for the web site. It was agreed that the third variation would be used and they could progress with its publication. Copies of a disc, created by Sam, containing the web page were distributed to the Group members. The chair thanked Sam for his work on the website page. It is hoped that the webpage would be up and running before the next meeting

**Action:** Sam/Stephen

#### **Reception areas observation report**

Stephen reported that hand sanitizers were replaced but it was felt by the Group that notices of their presence should be more obvious. Quotes were being asked for regarding the handrail but Stephen pointed out that this would create more restrictions on the stairway width. A notice had been erected upstairs pointing to the toilet along the passageway. Imitation plants were under consideration to replace the current ones in both waiting areas

**Action:** Emma/Stephen

#### **Patients Reference Group**

Stephen has had some replies to his e-mail requesting patients to join the PPG reference group. He agreed to resend the email. Anthony stated that he was willing to look into designing a newsletter for distribution to the reference group members. Information on this to be distributed to members for discussion at next meeting. Stephen to provide dates of flu clinics so that PPG members could arrange a recruiting drive.

The TVs in the waiting areas will be programmed to contain information about the PPG.

Any patient requesting information about the PPG will now be able to fill in a form and place in a box provided in the ground floor waiting area.

**Action:** Stephen/Chair

#### **Involvement of Younger People**

Bridget reported on her project plan concerning encouraging younger patients to comment on their health care. A meeting with Stephen had been held and a plan and timescales developed. It was felt that young people should be divided into two groups, 8-13 and 13+. The survey of young people would take place as part of the next big survey. Bridget will report on progress at a future meeting.

**Action:-** Bridget

## **AOB**

Dr Fulbrook and Stephen brought up the problem of mobility scooters as the building was not really designed to accommodate them and there were also health and safety problems. The Practice has two wheelchairs and a Zimmer frame that can be used for infirm patients so it was put to the vote as to whether mobility scooters should be banned from entering the building. There was a unanimous vote of support for action to be taken by the practice to insist these vehicles be left in the car park and not driven into the waiting areas.

Kate had left a message that she would like us to discuss the recruitment of people for drug trials at the next meeting. Chair will send round the information from Kate.

**Action:-** Chair

Martin would also like to share some research he has done on the ratio of doctors to patient numbers at the next meeting.

Apologies for next meeting:- **Bridget and Anthony.**

Meeting ended at 7.45pm

**Date of next meeting- Tuesday 20<sup>th</sup> August at 6.15pm**

**Next proposed dates- Tuesday 24<sup>th</sup> September, 22<sup>nd</sup> October and 19<sup>th</sup> November.**