

## CLARENDON LODGE PATIENTS PARTICIPATION GROUP

### MINUTES OF MEETING 24/11/15

**Present:** Michael Pearson (Chair), Martin Merson, Marcia Davis, Sam Grover, Daphne Edwards, Ann James, Maureen Hirsch, John Pickering, Bridget Winn, Martin Blows and Stephen Gallagher (Practice Manager).

**Apologies:** There were no apologies. Dr Fahmy was invited unfortunately given the wrong date for the meeting.

#### **Notes of last meeting:**

These were approved as a correct record of the last meeting.

#### **Matters arising:**

- Michael did invite Laura Fulcher, Chair of the CCG Patient Group to attend today's meeting but she was unable to attend.
- Practice staff have received training in domestic violence and female genital mutilation in the last 3 weeks
- The practice has been allocated a pharmacist technician by the CCG. They will work with the practice on a once a week basis for the next 6 months with a view to advising on how money for prescriptions can be saved. Patients will be contacted regarding any changes following their recommendations
- The phone message regarding the new IT system should have been removed, Stephen will ensure this is done.

#### **Meetings attended by members**

Daphne attended the recent CCG meeting about patient choice and mental health services in Coventry and Warwickshire.

Daphne will send the minutes of the last CCG to Michael so that this can be forwarded to members.

Although a significant level of self harm was reported by the **mental health** group there was no opportunity to discuss prevention at the CCG meeting.

Daphne noted that some PPGs have been awarded certificates through the Champions project whose purpose is to make members more knowledgeable and confident about commissioning.

**Patient Choice** was also discussed. Daphne gave a list of those things over which patients had a legal choice and those where they did not. A member of the PPG wanted to know if this right of choice extended to choice of GP Practice. It seems that it does but there are provisos and it is not clear how this sits with NHS England's latest ruling about anti discriminatory practice regarding the homeless and those newly arrived in the country. This is particularly pertinent to CLMP which has the highest number of patients of all from within the boundary agreed. The new ruling is likely to use considerable resources in checking the details of new patients wishing to register.

There was considerable debate about the consultation model used by our local CCG. Members were provided with a considerable amount of paperwork about what was to be discussed at the meeting. No prior notice or information is made available to members in order that they can prepare for the meeting and make informed contributions to it. There was general agreement that PPGs could only listen and not challenge, and that their presence was no more than tokenism.

There was further discussion about operating outside the CCG arena. A suggestion was made that **CLM P PPG contact about 5 or 6 other PPGs to get their views about the consultation model, and this was agreed.**

**Daphne will investigate what the Champions have done in their areas to earn their certificates to see what our PPG might learn from them**  
**Agreed action: John and Martin Blows will construct a paper to be put forward to the CCG making them aware of our feelings and proposing an alternative consultation model. PPG members were asked to email John with their ideas.**

Stephen and Michael both went to the S. Warks GP Federation meeting on 5 November. A presentation was made by Tim Morris, Managing Director of SW GP Ltd. He stated that his organisation was in talks with SWHFT ( Warwick Hospital) with the intention of submitting a bid to continue to provide community services.

### **Practice Managers Report**

There is a meeting arranged on December 3rd to which members of the public are invited to attend. Martin B will forward the information onto the PRG. This will give people the opportunity to say what they would like in the way of services for their care/residential care.

A patient questionnaire - Local Community Nursing Service will be made available to patients to complete. This will invite people to say what they feel the priorities for community nursing should be and if they are

supportive of a joint bid for community services from the GP federation of practices and SWarks hospital foundation trust. PPG members were urged to make their views known through this questionnaire.

Planning for the new GP premises is continuing

2 doctors from the practice will be striking on December 1st and possibly other dates as well.

### **Website re design**

The PPG working group looked a number of other websites and decided that GP Fusion offered the best one. Sam and Stephen met with the provider and were very pleased with what could be offered. The next step is for approval from the Practice and then the PPG sub group would be involved in the design.

**Friends and Family:** the numbers of returns of this questionnaire have fallen off dramatically. The Practice will be texting patients after their consultation and, it is hoped, will obtain feedback in this way. Stephen will provide Bridget with F and F information for analysis to be presented at the next meeting.

The items below were not discussed due to lack of time

**Access to records**

**Care home project**

**Future meeting dates: January 19th 2016. Dates for March, May, July, September and November will be sent out by Michael**

A member expressed concern that the upstairs meeting room was difficult for some members to access. It was agreed that future meetings would be held in the downstairs waiting room.

Meeting closed at 19.55pm