

CLARENDON LODGE PPG
Minutes of the 31st August 2022
Held at Clarendon Lodge

Please remember to take a lateral flow test on the day of the meeting

Present: Martin Blows (PPG Chair) ; Stephen Gallagher (Practice Manager); Nicholas Renton; Heather Storr; Robin Verso; Sandra Grafton; Michael Pearson (previous Chair PPG); Gethin Williams; Emma (Deputy Practice Manager) ; Dorrette McAuslan; Bridget Winn

Apologies: Marcia Davis

Minutes of the last meeting and matters arising:

Nicholas said that he had sent apologies for the last meeting but these were not recorded. Apart from this the minutes were approved as an accurate record of the meeting held May 25th

Carers' Group Meeting

Emma attended the meeting in order to inform PPG members about the carers' group and to ask for volunteers to be involved in setting up the next meeting.

There has been a Carers' group at CLMP for 7 years. Carers must be registered at the Practice. They are sent a Welcome Letter and offered a free seasonal flu and covid jab and health check. Pre-covid 60 carers were identified, post-covid 120.

Emma pointed out that not all carers recognised that they were carers, particularly those caring for family loved ones. She said that the take up of invitations to the annual Carers' Event was disappointing. She would like to re establish the event, which usually lasts about 2 hours, and would welcome working alongside PPG members. Emma hopes that PPG members would provide ideas and support for planning and would also attend. Representatives from the Carers' Trust and Dementia Awareness have attended previous events. There was opportunity for discussion, sharing of ideas and the possibility to talk confidentially.

Action:

Robin to send the Healthwatch survey report

Michael and Heather to contact Emma as PPG volunteers

Michael to look into the possibility of using Oak House as a possible venue for the event

Roles for PPG members

Martin explained that now that the new members were established in the group he hoped that members would feel able to take on different roles and responsibilities for different aspects of our work. Members volunteered to take the following roles:

- Michael and Heather to work with Emma on the Carer's Group
- Bridget and Nicholas, plus Sandra when needed, to work with Dr. Hussein on patient communication
- Gethin and Robin to work with the PCN and inter PPG collaboration
- Martin and Sandra to continue to work on the website
- Michael to contact Chairs of local PPGs but only on a fact finding basis

Surgery News and update

- A CQC inspection is imminent. The last inspection , in which the PPG participated, was in 2016 with a more recent telephone inspection.
- following a blood test when discussion with the GP is required the GP will contact the patient rather than the patient having to contact the surgery.
- Details of the GP National Survey are available on the web. Those who wish to look at the details and see how CLMP compares nationally can access them on <https://www.gp-patient.co.uk/practices-search>

- There are 2 new staff in reception: Sharon and Julia
- Becky Cole has replaced Jo Allan. Becky is a health care assistant
- Carina is the new Head of the Reception team. PPG were involved in her appointment
- There are 3 new GP registrars: 1 ST1 and 2 ST3s
- The surgery is undertaking flu vaccinations this year. Many patients have already been contacted to make an appointment and others will be in the near future.
- Covid vaccinations start on September 1st. The Practice is contracted to carry out vaccinations on those who are immune-suppressed, those in care homes and housebound. Others will be contacted but not necessarily by the Practice and there will be a PCN vaccination centre at the Ahmadiyyah Mosque

Website Development

Martin and Sandra have had two meetings with Dr. Hussein, who has started to develop the new look and navigation, has adopted Martin's initial ideas. He has also shared developments with GP partners who are happy with the developments so far. Dr. Hussein is keen to continue to work with the PPG on website development.

How can the PPG support the PCN?

There was no time to discuss Dr. Lawton's presentation

Content for September Newsletter

- Staff news. Possibly photos of staff
- Carers' event
- Vaccination arrangements

Date of next meeting: Wednesday 5th October 4.30 pm at Clarendon Lodge
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