

CLARENDON LODGE PATIENTS PARTICIPATION GROUP

MINUTES OF MEETING 24/05/16

Present: Michael Pearson (Chair), Marcia Davis, Sam Grover , Daphne Edwards, Ann James, Martin Blows, Bridget Winn, Stephen Gallagher (Practice Manager) and Dr. Harper (CLMP).

Apologies: There were apologies from Maureen Hirsch and John Pickering

Sadly Martin Merson has had to resign from the PPG for health reasons. The PPG would like to express thanks for his contributions.

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

AOB:

One member said that someone had approached her expressing dissatisfaction with the appointments system in that, while waiting on the phone, they were not given their place in the queue. Also some felt the need to visit to the surgery and queue there and so would welcome a canopy or shelter from the elements.

Stephen said that following patient feelings about the former system of telephone booking (using an 0844 number) it was changed to the current local number. Unfortunately the facility for giving callers their position in the queue on the new system was prohibitively expensive. The current system allows 9 people to be 'queued' and the 10th caller gets the engaged signal.

The Partners are aware of the frustrations caused by the appointment system and are looking into the possibility of using the 'Doctor First' system. This means that patients call the surgery and give brief information to reception staff. They pass on the request to a GP who will call the patient back. Under this system patients are guaranteed an appointment that day if appropriate. If an appointment is not indicated then another course of action will be advised. The practice will have a presentation about this system in the near future.

It is felt that this would stop the early morning queue. Patients would not have to phone first thing in the morning as they do at the moment. They will be guaranteed a response the same day and so it is hoped that they will phone at different points of the morning. It was also felt that it would ensure more equal access to patients: not all patients can queue outside the surgery or spend a long time on the phone. Stephen made it clear that any change in appointments system would take a long time to implement even if agreed and all patients would be consulted.

Michael proposed a change to the format of meetings. He suggested that as Bridget produced the notes of the meeting in a timely fashion that there was plenty of time for members to read through them prior to the meetings. Any discrepancies, errors etc should be communicated to Michael before the meeting to save time. Matters arising would be dropped.

In addition if members wanted items to be discussed under AOB they should contact Michael in advance of the meeting so that he can decide if there is time to discuss that item at the meeting.

In future the structure of the meeting would be to follow the Action Sheet developed from the previous minutes

- after discussion it was agreed that meetings should start at 6 pm
- there was discussion about recruitment of further PPG members and it was agreed that this should be discussed at the next meeting. Our constitution allows for a maximum of 15 members, including 3 people from the Practice.

Meetings attended by members

- Michael attended a meeting at CCG headquarters in Warwick where Anna Hargreaves and Hannah Willetts were in attendance. Michael reported that there was no agenda, no minutes and no feedback. Other PPG chair people were there and Michael felt that the purpose of the meeting was to ask about the new proposed premises but this was not made clear
- Have Your Say Day: 4 members of the PPG attended the morning session and 1 attended the afternoon session. Both sessions were very poorly attended. Bridget reported that there were only about 8 people at the St Peter's evening session. It was suggested to the CCG that they postpone the meeting to a future date following better publicity.

- Daphne said that she found that the CCG website on line questionnaire skewed the responses eg responders were asked whether they would prefer Saturday or Sunday GP surgeries but not whether or not they wanted weekend appointments.
- Bridget reported that the CCG said, following the predicted increase in population in S. Warwickshire, that it would not be possible to deliver Primary Care Services under the current model of service delivery and that there would need to be radical changes.
- Daphne attended a CCG meeting where she was asked if Michael could provide a written report on the Care Home Project. Michael was not keen to do so. She was also requested to ask the Practice Manager if there had been any complaints about the 111 service. Stephen reported that there had not been any. At the next meeting there will be discussion about the procurement of the service for the following year. The PPG were invited to visit the 111 centre in Dudley. Bridget and Marcia expressed interest in this as a possibility.
- The date of the next Have Your Say meeting is September 6th
- Ann asked for the PPG to formally express their pleasure with the CCG for their change of direction re contracting Out of Hospital Services

Practice Managers Report

4 members of staff are leaving: Rosemary the Carers' admin lead; Karen the nursing team manager is retiring; 2 Reception staff

Complaints: there were 2 complaints re Did Not Attend letters that were sent in error - these complaints were resolved.

The Care Home Project will have been running for 14 months in June. The CCG have put the project out to tender but are looking for one provider for 20 homes and CLMP do not have capacity. However it is possible that the GP federation may put in a bid.

Further action sheet items

Access to records: feedback so far has been that it is going well

Young Persons survey: Bridget and Stephen will meet on 25/05/16

CQC inspection: the surgery is awaiting the date for this. Stephen will let the PPG know the date as soon as he is informed by the CQC.

Carers event: this went well. There was a recommendation that patients should tell the GP if you are a carer. Ann will write a brief report on the day for the Newsletter. Carers day is another example of the Practice being innovative and proactive. It was agreed that Ann remain in this project.

Website design: Sam and Martin expressed disappointment in the design they saw recently. They will meet with Stephen to discuss this further. Marcia will test out the new site from the point of view of a user.

Newsletter: Michael and Martin successfully produced the May newsletter as agreed. Martin to provide a pdf version for the reception areas.

Reception staff/PPG meeting: to be arranged

Analysis of Friends and Family feedback: Stephen and Bridget to meet 25/05/16

To recommence the Reminiscence project: 5 care homes have been visited. The feedback from this has been very positive. Repeats are planned

To arrange text message re Newsletter to be sent to patients: everyone over the age of 16 and for whom the practice has a mobile number has been contacted. Martin reported that 42 patients have signed up since yesterday. There is a total of 362 subscribers now. Approximately 59% of subscribers opened the last two Newsletters which was an excellent result.

Meeting closed at 8pm

Future meeting date: July 26th at 6 pm. Please note earlier time