

CROWN HEIGHTS MEDICAL CENTRE – PATIENT PARTICIPATION GROUP

MINUTES OF THE MEETING HELD ON SEPTEMBER 11th 2024

Present

Cathy Wands (Chair), Rosalind Tapping, Jenny Dykes, Yvonne Hunt, Viv Blunden, Heidi Edgely-Beraud

Apologies

Gilda McIntosh (Vice-Chair), Ben McDonnell, Julie Evans

In Attendance

Chloe Rovetto – Practice Manager

Minutes of last meeting on 14th August

Agreed and approved

Matters Arising

- Ipsos Mori Survey – All Corrective actions are now in place. However, following further discussion, it was agreed that the question on Local services and Organisations was of low value as it was not definitive. Crown Heights cannot be held responsible for the experience a patient may have had with local services. Ipsos Mori will be contacted to highlight the lack of relevance of this question. **Action – Cathy and Chloe**
- Digital Matrix Survey – Cathy has designed and produced a CHMC version similar to the example previously discussed – This was well received and agreed that it should be published on the website once complete.
- Klinik – The trial of turning off some tiles was unsuccessful and the previous system has now been re-instated – further review to follow. This is a 3year contract.
- Outsourcing of phone calls – Chloe will attend a meeting with Line-in to review all actions and performance and to ensure satisfactory quality control is in place.

Pharmacy First

This scheme was launched by the government and NHS England in January 2024 to alleviate pressures on GP Surgeries. It is promoted by 111 and enables community pharmacists to supply prescription-only medicines to treat 7 named health conditions. Concern was expressed by PPG members about a number of issues including: availability of appropriate staff, availability of private consulting rooms, quality of responses and actions especially diagnosis and prescribing, and appropriate levels of monitoring. It was stated that some GPs were not fully supportive, but that it did offer patient choice. Pharmacists receive extra payment for this service and also for any medicines prescribed. A query was raised regarding the existence or format of any guidelines for the standard diagnosis and treatments for these conditions and additionally how feedback and outcomes were to be obtained, reviewed and published, either nationally or locally.

Action – Cathy to raise the concerns with the ICB at next meeting on 23rd October

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Surgery Update

- Chloe confirmed that the RSV vaccination age limits were 74 – 79 years of age and will endeavour to discover the rationale for this decision. The vaccine is also available privately on request.
- Chloe is updating the Crown Heights website information on the lifts, RSV and the various methods of obtaining prescriptions.
- Chloe is reviewing and updating the in-house systems for managing and monitoring Long Term Conditions, from an outcomes framework point of view, with the aim of streamlining processes and prioritising workstreams to promote efficiencies.

Any Other Business

There was a query regarding essential drugs prescribed on a weekly basis and the difficulties which ensued when these were not available, often requiring multiple visits to the surgery to correct.

Action – Chloe to investigate and report back

Date of Next Meeting

Wednesday October 9th 2024 at 2pm