

CROWN HEIGHTS MEDICAL CENTRE – PATIENT PARTICIPATION GROUP

MINUTES OF THE MEETING HELD ON WEDNESDAY 12TH FEBRUARY 2025

Present: Cathy Wands **CW** (Chair), Gilda McIntosh **GM** (Vice Chair), Jenny Dykes **JD**, Rosalind Tapping **RT**, Patricia Warmington **PW**, Viv Blunden **VB**, Heidi Edgely-Beraud **HE**

Apologies: Yvonne Hunt, Billy Fraser

In Attendance Chloe Rovello **CR** (Practice Manager)

The minutes of the last meeting held on 8th January were agreed and approved.

Matters Arising from the minutes.

- It was asked for the last set of minutes to be placed on the website and the website updated to include the previous sets of minutes which are missing.
- The information screen in the waiting room is not working due to the cable damage due to a leak. It currently has been isolated to mitigate the risk, it is seen as low priority. The screen will stay in place.
- GP Attendance at a PPG meeting, this matter was discussed with the GP's and they were open to attending a meeting. There is currently no GP representative and GPs do not see the minutes. **Action: CR** to arrange GP representation.

Newsletter

An explanation of the process involved in accessing the NHS Primary Eye Care service will be added to the Crown Heights website and included in the next newsletter. Crown Heights staff are aware of the NHS Primary Eye Care service and the requirement for the initial contact to be made via the website and only by telephone when the patient does not have digital access.

RT attended a local optician under the NHS Primary Eyecare service and found the experience unsatisfactory, unprofessional and gave misleading information. **CW** found the pathways and process of referral to be confusing.

There were examples of the system working well when the system is accessed via the website. However, there remains confusion surrounding the cost of medications advised by the service. There were mixed views on the service and some discussion on the situation.

James Roach, Director of Primary Care at the ICB is looking into the prescription charges invoked when using NHS Primary Eye Care.

Action: CW to raise this with ICB

Other Items

- Chloe gave an explanation of GDPR requirements governing how personal data may be processed and transferred. This explanation should be included in the newsletter.
- Breast Screening and Aorta screening information to be put on the website and on the waiting room screen when it is up and running again.
- **GM** asked about DNA (Did Not Attend) stats. The recent totals shown in reception of patients who do not attend appointments was unacceptably high. **GM** requested further data. **CR** confirmed DNA persistent offenders are contacted by the practice.
- Data presented at the PPG/ICB meeting indicated DNAs at Crown Heights were higher than at other local practices.
Action: CW to contact source of information for verification of data.
- There have been problems with the Line In telephone system.
- The Crown Heights website was offline on 16th January, the domain had been deactivated. **CR** resolved the issue.
- Klinik closed at 8.20am on Monday 10th Feb. The service was overwhelmed with requests. Klinik is open between 8am and 10.00am and 1.30pm to 4.30pm. The practice operates a mandatory triage system.
- Covid vaccinations ended on 31st December 2024.
- Flu vaccinations end in March 2025
- Invitations will be sent out in July 2025 for vaccinations. Purchases of vaccines will be reduced as the take up last year was lower than expected. RSV vaccinations continue throughout the year.

Surgery Update

The scaffolding around Crown Heights continues to provide problems of access, there is a three-year time scale for the work to be completed. Phase 1 started in September 2024 to May 2025. Phase 2 is now underway and there is disruption. Work is being done to improve communication between the company and the surgery.

GP Changes – Dr Sarah Care has left. 3 new GPs are starting.

Hampshire Hospitals – The new hospital will not be in place until 2037 – recruitment and retention are problematic. There is going to be a separate Children's area within A & E.

Hampshire Hospitals has announced Martin Earwicker as the new Chair.

23% of staff are from the BAME Community and there are concerns about communications.

Car Parking at the hospital remains dreadful.

Any Other Business

PPG members asked for commendations for Julie and Margaret from the reception desk for their incredible patience and helpfulness when dealing with patients.

Heidi asked if a wheelchair is available at the surgery. This is in place.

There will be a look behind the scenes around the practice at the next meeting on 12th March after 3.00pm.

Date of next meeting: 12th March 2025