

CROWN HEIGHTS MEDICAL CENTRE – PATIENT PARTICIPATION GROUP

MINUTES OF THE MEETING HELD ON MARCH 12th 2025

Present

Cathy Wands (Chair), Gilda McIntosh (Vice-Chair), Rosalind Tapping, Jenny Dykes, Yvonne Hunt, Viv Blunden

Apologies

Heidi Edgely-Beraud, Patricia Warmington

In Attendance

Chloe Rovetto – Practice Manager

Minutes of Last meeting of 12/02/2025

Agreed and approved

Matters Arising

- In response to concern that the PPG Minutes were currently unavailable on the CHMC website it was agreed that they will be uploaded again when problems resolve. A new provider is under consideration.
- It is hoped that the Waiting Room screen will soon be re-activated and information updated.
- A GP will attend the next PPG meeting
- The latest PPG Newsletter is due to be published mid-March.
- Primary Eye Care – Cathy has contacted the ICB with concerns raised regarding the charges for medication or other items prescribed through this pathway, and it was confirmed that these will be borne by the patient. The PPG felt this information was unclear at the point of access and could lead to considerable unforeseen costs to the patient possibly leading to conditions remaining untreated and therefore posing a potential risk.

Action – Chloe to request a copy of the Local Enhanced Service (LES) commissioning document

- There are plans for some currently under-utilised space to be converted into further Consulting Rooms for use by additional members of the Team, such as Paramedics, Physician Associates and Pharmacists. Potentially, it will also increase capacity for Long-Term Condition reviews.
- Decoration improvements throughout the surgery are also being planned in the near future.

Did Not Attend (DNAs)

A recently published survey by NHS Digital showed that CHMC appeared to have a significantly higher level of DNAs than other local GP practices. However, it is unclear if exact comparisons are

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being reported – CHMC are reporting DNAs for all Clinical Staff whereas other practices may not include this information in its entirety.

In response to a query, it was suggested that not all cancellations received via Line-in were being forwarded to CHMC. This would impact significantly on DNA statistics. Additionally, if patients experience long waiting times for call answering, this could lead to patients being unable to cancel their appointments. It is possible for appointments to be cancelled via Klinik for patients who are digitally enabled. Currently there are no definitive parameters for DNA inclusion within the study or consistency of measurement within the practices surveyed.

In response to a query regarding appointment availability there are currently more than 100 Patients awaiting a routine appointment.

GPs provide 26 consultation slots per day, for 15 minutes each – It is recommended that only 1 issue is addressed per slot, but it is not always possible to limit this, and is dependent on patient need.

Surgery Update

- DMS has now been taken back in house and this option is also being considered for Line-in. It should enhance the service, improve quality, ensure efficient communication and control costs.
- Klinik improvements are in place to promote patient education, information and messaging – from October Klinik will remain open all day, with some tiles “Snoozed” as required.
- From April, Spring Booster vaccinations will be available to the relevant patient groups.

Any Other Business

- HHFT report from Gilda - Saffron Cordery is the interim CEO of NHS Providers
- There has been an increase in mental health issues presenting at the hospital
- A number of patients have missed screening tests due to administration issues, which have now been identified and addressed.
- There is less funding for home care. Virtual Wards are being promoted, which may lead to an increase in hospital admissions.
- It was confirmed that at CHMC Physicians Associates are de-briefed after every clinical shift by a GP.

Date of Next Meeting

Wednesday April 9th 2025

Surgery Tour

Following the meeting, PPG members were given a tour of the surgery, to meet some of the staff, and to illustrate the enormous, and ever increasing, amount of administration taking place each day. It was clear that the surgery remains extremely busy, with phone calls, email queries, information collection, allocating and recording taking place. It was also interesting to note that the GPs on

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“Klinik Triage” duty were working in a closed environment to reduce distractions. Chloe was thanked for providing the PPG with this valuable insight into these essential functions.