

Main Points from Crown Heights PPG Meeting 13th September 2023

Present: Cathy (Chair) Rosalind; Yvonne; Viv; Ben; Gilda

Apologies: Jenny; David; Paul (Practice Manager)

In attendance: Melissa (Deputy Practice Manager) Dr R Piper; Dr J Love

Special welcome extended to our two new GPs

Minutes from previous meeting 9th August accepted with no additions or amendments.

Matters arising: PPG own email address – Ben expressed concern that we remain unrepresentative of the patient group without our own email; a broad discussion at the previous PPG in August around this issue took place but a vote was deferred as there was not a full complement of members, as we were not a full complement of members for this meeting either, given the importance of such a decision it was deferred again so that all members could participate. **ACTION:** Next meeting Agenda item.

Several PPG members had read the local newspaper article regarding the apparent 'sale' of CGHB Practice by Operose apparently before the patients of those practices had been advised and concern was raised on the implications of this and other activities of Operose. Gilda had already raised an enquiry to the CEO of NHHNHSFT who is a member of the ICB for clarification and we await a response.

Klinik will be 'active' from 8am - 6.30 pm daily and goes live on 27th September. This might be problematic for full time working patients so will have to be reviewed based on patient feedback. Melissa is still taking calls; more telephone time for those who cannot/will not use electronic alternative.

Survey of Patients with Communication Issues: A pro forma has been set up for this survey based on patients who have a visual impairment, hearing impairment and patients who require an interpreter. The standards defining the requirement for these patients will be as specified in the Equality Act 2010 and the Accessible Information Standard. The PPG have agreed to score the survey responses, analyse the data and compile a report on the findings.

Young People Participating in our PPG: Previous attempts to encourage young people to join our PPG have not been successful. It was suggested that a Humanities/Care Studies student from BCOT could make it a project. GM to contact BCOT Principal. **ACTION:** Completed

Crown Heights PPG Terms of Reference: A review of our TOR has been undertaken with the opportunity to view other PPG colleagues' TOR. With just a couple of additions it was voted as acceptable for our purpose. **ACTION:** Distribute new document to PPG members and diarise for annual review in 2024.

AOB: Dr. Piper and Dr Love spoke of previous experience and were very pleased to join Crown Heights. Dr Love also recommended reading “Health Watch” an independent body outside of the NHS for current updates and useful information.

Two compliments were received from patients:

1. Extremely helpful service from CH pharmacist in resolving a prescription anomaly.
2. Patient satisfaction of rapid process flow following a 111 call.

Date of next meeting: 11th October at 2pm