

Crown Heights Patient Participation Group: 14/08/2024 Minutes

PPG Members: Cathy Wands **CW** (Chair), Rosalind Tapping **RT**, Jenny Dykes **JD**, Yvonne Hunt **YH**, Viv Blunden **VB**, Julie Evans **JE**

In attendance: Chloe Rovetto **CR**, Practice Manager

1. Apologies: Gilda McIntosh **GM** (Vice Chair), Ben McDonnell **BMcD**

2. Minutes of the last meeting on 17th July 2024 deemed accurate and correct.

3. Matters Arising

- **GM** has contacted the ICB highlighting issues on digital exclusion and highlighting concern over the health inequality for these disenfranchised patients. Representatives from PPGs attended the recent PPG/ICB meeting in Hook. The recent ICB survey on Understanding Barriers to Digital Inclusion Survey was discussed and it was agreed to distribute paper copies of the survey to GP practices.

4. Results of Ipsos Mori GP Survey

Crown Heights – Practice list size 28,000, 392 surveys sent out, 112 sent back, 29% completion rate. Therefore, the results from this survey are of limited statistical significance. However, within the GP Services Category two sets of responses were recognised as showing a suboptimal response for Crown Heights:

Q1 Is it easy to get through to the practice by phone? CH 30%. ICS 47% National 50%

It was agreed that this result probably reflects the experience of patients.

Action: **CR** to discuss and review with LINEIN

Q2 Is it easy to contact the practice by the NHS App? CH 36%. ICS 42% National 45%

A digital matrix infographic will be produced to explain the use of the NHS App and other digital resources. This will be added to both the CH website and the TV screens in the waiting rooms.

Action: **CW** to format digital matrix and **CR** to arrange distribution.

5. Diabetic Appointments

Concern and confusion surrounding the answering of telephone calls by LINEIN when calling CHs. Operators appear to be unable to access all of the required systems from their off-site location. Additionally, when appointments are cancelled due to staff sickness the process of rebooking is difficult and leads to a process loop.

Action: **CR** to review with LINEIN

6. Surgery Update

- Patients are currently being invited to attend for Flu, Covid and RSV vaccination.
- RSV vaccinations are being given to patients of >74 and <79 years of age.

- The practice website will be updated to allow better communication.

7. AOB

- **PPG:** All registered patients are welcome to join the PPG. In the interest of effective decision making the group is limited to twelve patients. On receipt of a request to join the PPG the Practice Manager will pass details to the PPG Chair who will contact the applicant by phone and discuss the operation and role of the group.
It is important to ensure that members understand they cannot use the PPG as a vehicle for individual complaints. Membership of the PPG does not mean preferential treatment or prioritisation of appointments.
- **GPs work to rule:** In response to a request for clarification of the impending potential situation **CR** reported that there had been discussions around the recommendation from the BMA. Currently the status quo will remain.
- **Administration Staff: JD** questioned whether there are sufficient numbers of admin staff to deal with matters which do not need a GP. **CR** is currently reviewing and analysing work patterns.

8. Date of next meeting: 11/09/24