

## Crown Heights Patient Participation Group: 17/05/2023 Minutes

**PPG Members:** Cathy Wands **CW** (Chair), Gilda McIntosh **GM** (Vice Chair), Julia Slowey **JS**, Yvonne Hunt **YH**, and Ben McDonnell, **BMcD**

**In attendance:** Paul Butterworth **PB**, Practice Manager

1. **Apologies:** Jenny Dykes **JD**, Rosalind Tapping **RT** and David Pratt **DP**

2. **Minutes** of the last meeting on 12th April 2023 deemed accurate and correct.

### 3. **Matters Arising**

- **PB** has circulated the website for finding the locations of defibrillators [www.thecircuit.uk](http://www.thecircuit.uk) and [www.defibfinder.uk](http://www.defibfinder.uk)
- **CW** reported to the ICB that a Crown Height's patient had received a text from the practice offering an appointment at a third-party location. The only contact detail provided was a telephone number which was not helpful as the patient was hearing-impaired. As the NHS should support accessibility in booking options there should have been an accessible option to book such as SMS. **PB** to contact Wendy Gray, Quality Director, ICS to discuss.

### 4. **Update from Reception Manager**

Unfortunately, Melissa Pickard, Reception Manager was unable to attend the meeting. The update on patient access management will be carried over to the next meeting. **PB** reported that although at times patient frustrations can be running high and there are reports nationally of receptionists bearing the brunt of this, on the whole the situation is recognised by the practice and responded to appropriately.

### 5. **Surgery Update**

Staffing is currently stable.

GPs from Crown Heights attended a surgery in Croydon where Klinik online triage and patient flow management software is currently being used. Crown Heights have entered a consultancy agreement with the Practice Manager at Croydon to assist in the setting up of Klinik. The system will go live in September. PPG will be invited to trial the Klinik system.

### 6. **Communication**

Local Journals – Mixed views around the effectiveness of Crown Heights using local news sheets to communicate given the widespread geographical area covered by Crown Heights. Further discussion at next meeting. **Action:** **BM** to check availability of column space in Brookvale Blurb.

### 7. **Update from ICS**

Overview of new GP contract including 2 new cholesterol markers and additional steps to end the 8am rush for an appointment. This is now the last year of a 5-year national contract.

## **8. AOB**

Car Parking – Basingstoke NeighbourCare reported a volunteer driver had been issued with a £100 fine for a parking infringement while delivering a disabled patient to Crown Heights. He parked in a disabled space with a Blue Badge displayed but due to a pillar and difficulty opening the passenger door to allow the patient to get out, he was forced to park on the cross hatch and subsequently issued with a fine. **Action: PB** to review.

**9. Date of next meeting 14<sup>th</sup> June at 2pm at Crown Heights.**