

CROWN HEIGHTS MEDICAL CENTRE – PATIENT PARTICIPATION GROUP

MINUTES OF THE MEETING HELD ON 9th OCTOBER 2024

Present

Cathy Wands (Chair) **CW**, Jenny Dykes **JD**, Yvonne Hunt **YH**, Heidi Edgely-Beraud **HE**, Patricia Warminster **PW**

Apologies

Gilda McIntosh (Vice-Chair), Rosalind Tapping, Viv Blunden, Julie Evans

In Attendance

Chloe Rovetto **CR**– Practice Manager, Melissa Pickard **MP**– Deputy Practice Manager

Minutes of last meeting on 11th September

Agreed and approved

Matters Arising

- Ipsos Mori was contacted by **CW** on behalf of Crown Heights stating that the practice cannot be held responsible for the experience a patient may have had with disparate local services. Ipsos Mori acknowledged the criticism but felt the data may help the ICB to assess integrated services.
- **CR** met with Line-In representatives to review performance review and ascertain quality assurance.
- Rationale for RSV vaccine not being given to patients over 79 years of age was that The Joint Committee on Vaccination and Immunisation (JCVI) state they do not have sufficient evidence through clinical trials of the effectiveness of the vaccine in this age group.
- The process of ensuring prescriptions for essential drugs being prescribed on a weekly basis has been reviewed by **CR** and the difficulties previously highlighted have been addressed.

Terms of Reference

The PPG Terms of Reference were reviewed and no changes were made. In accordance with the ToR the PPG should elect a new Chair. Any PPG member who wishes to nominate themselves for the role should email **CR**.

Surgery Update

- Covid/Flu/RSV vaccination clinics are running on Saturdays throughout October. The Covid vaccine in use is Pfizer. **MP** requested assistance from PPG members to manage the patient flow. **Action: CW to contact PPG members and collate availability.**
- Staffing - Dr S Care leaving in December. New GP will start after Christmas. Additionally, there is currently staff turnover within the reception team.

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Test Results on the NHS App

Patient test results are available on the NHS App prior to review by the patient's GP. This is of concern when the results include grossly abnormal values or interpretive comments which indicate pathologies of critical significance. This has been noted when results are transferred from secondary care to primary care. NHS England is aware of this anomaly. **ACTION: CR to raise the concerns of the PPG with Crown Heights partners at the next meeting.**

Any Other Business

In response to a query raised about the continued registration of patients with Crown Heights when moving locally but outside the Crown Height's boundary when still actively involved in treatment **CR** responded that they would be required to register with the local practice.

Date of Next Meeting

Wednesday November 13th 2024 at 2pm