

Crown Heights Patient Participation Group: 10/04/2024 Minutes

PPG Members: Cathy Wands **CW** (Chair), Rosalind Tapping **RT**, Jenny Dykes **JD**, Viv Blunden **VB**

In attendance: Paul Butterworth **PB**,

1. Apologies: Gilda McIntosh **GM** (Vice Chair), Yvonne Hunt **YH**, David Pratt **DP**, Ben McDonnell **BMcD**

2. Minutes of the last meeting on 13th March 2024 deemed accurate and correct.

3. Matters Arising

- **PB** to speak with GPs about potential PPG members in age groups 16-24 with chronic conditions and patients using antenatal and postnatal services. – Ongoing.
- Prospective new PPG member. **CW** to contact.

4. Newsletter – the final draft should be available by the next PPG meeting on 08/05/24.

Topics for inclusion:

- The 2023 annual stats reflecting the volume of work processed by CHs are currently being comprehensively pulled together.
- To help patients understand the way physiotherapy service delivery is currently operating it was agreed an explanation of the outsourcing of MSK services should be incorporated in the newsletter.

5. PPG/ICB Group

Ros Hartley, ICB Director of Communications has scheduled a meeting on 7th May to discuss future effective communications between the PPGs and ICB. A representative selection of PPGs throughout NHS Hampshire & IOW ICB area have been invited to attend. Crown Heights PPG representatives (**GM** and **CW**) have accepted the invitation.

6. Surgery Update

- Demand for appointments remains high
- Currently recruiting for a Practice Nurse
- Staff numbers are currently settled and staff morale is good.
- There is a full compliment of GPs
- GP funding from NHS England for next year has increased by 1.9%. This is unsatisfactory.

7. Waiting Room

The PPG have responded to the request to observe the interactions between staff and patients in the waiting room. The findings will be collated and sent to **MP**.

RT commented that the seating arrangement had been changed to allow patients to view the information screen. However, concern was expressed over the close proximity of seats.

8. AOB - None

9. Date of next meeting 8th May 2024 at 2pm at Crown Heights.