

Crown Heights Patient Participation Group: 09/08/2023 Minutes

PPG Members: Cathy Wands **CW** (Chair), Gilda McIntosh **GM** (Vice Chair), Rosalind Tapping **RT**, Ben McDonnell **BMcD**

In attendance: Paul Butterworth **PB**, Practice Manager and Viv Blunden **VB**

1. **Apologies:** Jenny Dykes **JD**, Yvonne Hunt **YH**, David Pratt **DP**. Welcome to Viv Blunden **VB**
2. **Minutes** of the last meeting on 12th July 2023 deemed accurate and correct with the exception of apologies from **GM**

3. **Matters Arising**

None other than those on the agenda.

4. **Report from Tunbridge Wells Old Peoples' Forum**

The report raised awareness of post covid issues affecting the elderly and the detrimental effect of diminution of local services. Particular emphasis was given to the impact of the increasing use of widespread technology and the difficulties being experienced by the elderly and digitally compromised patients with particular reference to accessing GP appointments and healthcare services.

5. **Klinik**

The group discussed the Klinik on line triage and patient flow management system. While acknowledging the benefits in terms of optimisation of process flow resulting in service improvement concerns were expressed about equality of access for the elderly, disabled (deaf), the digitally compromised and patients lacking fluency in English.

It was suggested that it would be useful for more information regarding getting help with the new Klinik system was available on the practice website prior to its roll out in September.

PB confirmed:

- Patients over 80 years of age can call in and details will be taken by telephone
- Patients calling in would get help to complete the Klinik form if unable to access IT
- The Triage Team will comprise of GPs only
- Klinik will be available to receive patient requests 8am – 6.30pm Mon - Friday
- Klinik will produce statistics and performance metrics

6. **Ipsos – Mori Results**

The result of the recent Ipsos Mori report was discussed and patient dissatisfaction of some aspects of the service was acknowledged. However, as only 120 patients responded the results would be deemed as being of no statistical significance. In comparison over 500 responses per month are received from the Friends and Family Test and the satisfaction score is generally over 90%.

7. Communications

Separate PPG email address – vote taken but then deferred to next meeting when a full complement of PPG members can vote.

Basingstoke Gazette would like to run an article on the PPG. Action: **CW** to follow up

8. Surgery Update

Dr J Love and Dr R Piper are now in post.

The practice is currently fully resourced.

9. AOB

- Updates about the 'new' hospital from the ICB are not reassuring. ICB itself is currently in disarray.
- PPG will assist Quality Manager in patient satisfaction survey of groups with communication barriers. **Actions:** **CW** to contact Quality Manager. **RT** to investigate recommended standards for patients in these groups.

9. Date of next meeting 13th September at 2pm in Crown Heights.