

Crown Heights Patient Participation Group: 10/01/2024 Minutes

PPG Members: Cathy Wands **CW** (Chair), Gilda McIntosh **GM** (Vice Chair), Rosalind Tapping **RT**, Jenny Dykes **JD**, Yvonne Hunt **YH**, Viv Blunden **VB**

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

1. **Apologies:** David Pratt **DP**, McDonnell **BMcD**

2. **Minutes** of the last meeting on 13th December 2023 deemed accurate and correct.

3. **Matters Arising**

Clarification to be requested from Klinik on the issue of saving input data for completion at a later time. **Action: PB**

4. **Corrective Actions from Patient Survey**

See attached CA document

5. **PPG Objectives 2024**

The group discussed its aims and objectives for 2024. These were agreed as follows:

- PPG noticeboard to be instated within Crown Heights to expedite improved communication.
- Conduct a patient survey to gather the views of younger patients who are registered with Crown Heights.
- Continue discussions with local sixth form colleges to invite students to attend and participate in PPG meetings.
- Continue to assist with quarterly newsletter to include statistical metrics of service delivery including DNAs.
- Review success of outsourced MSK services

6. **Musculoskeletal Services (MSK)**

There was a discussion surrounding the reason for outsourcing MSK services to Primary Care Physio. Concern was expressed over the dependence on the Physitrack App to deliver the prescribed exercises. PB has communicated with PCP and instructed that patients must be able to access their exercise programme without signing up to the terms and conditions of Physitrack. There will be an option to receive printed sheets of exercises in clinic.

7. **Surgery Update**

- There are approximately 2,000 doctors' letters received by Crown Heights each week which require reading and coding. From 1st February this function will be outsourced to Surrey Heath PCN.

- Two new secretaries have recently been appointed.
- J Gower retires on 31st March 2024. P Butterworth retires on 9th August.

8. AOB

None

9. Date of next meeting 14th February 2024 at 2pm in Crown Heights.