

# CROWN HEIGHTS MEDICAL CENTRE – PATIENT PARTICIPATION GROUP

## MINUTES OF THE MEETING HELD ON 12<sup>th</sup> JULY 2023

### Present

Cathy Wands (Chair) Rosalind Tapping Jenny Dykes Ben McDonnell Yvonne Hunt

### Apologies

David Pratt – Julia Slowey has tendered her resignation. Cathy has contacted Julia to thank her for her attendance and valued input during her time with the PPG

### In Attendance

Paul Butterworth – Practice Manager

### Minutes of Last meeting

Agreed and approved with amendments

### Matters Arising

None other than those on the agenda

### Communication – Local Journals etc

It had been previously suggested that the CHMC PPG may have limited visibility to patients, other than on the CHMC website and the notice in the Waiting Room. Following a lengthy discussion, it was agreed that Ben would circulate some proposed text content by email for perusal and input by PPG Members which could then be used for inclusion in local publications such as the Basingstoke Gazette, Brookvale Blurb, Next Door, etc. This was done and the following text was approved:

Patient Participation Group for Crown Heights Medical Centre

Crown Heights Medical Centre has its own Patients Participation Group (PPG) which meets monthly with representatives of the practice at the surgery. If you would like to become involved and help the practice develop its service please consider joining the PPG either as an active member or just to give us your feedback.

As an example of the items we review with the practice we are currently discussing a new on-line consultation system called Klinik, which will replace eConsult later this year.

To apply to become a member of the PPG, complete the online form at the webpage below, where you will also find our newsletter and meeting minutes.

<https://crownheightsmc.co.uk/patientgroup>

You can also contact us via Crown Heights practice at

[hiowicb-hsi.ch-contact@nhs.net](mailto:hiowicb-hsi.ch-contact@nhs.net)

### Surgery Update – Paul

Dr Jonathan Love will commence work on July 25<sup>th</sup> as a Partner, and also Dr Rebecca Piper as a Salaried GP. Full time GPs now work 7 full sessions per week, and have an average of 3,000 Patients assigned to them.

## **CROWN HEIGHTS MEDICAL CENTRE – PATIENT PARTICIPATION GROUP**

There is currently overall stability in staffing levels.

A Quality Manager has been employed, and will work across CHMC, Odiham & Old Basing Surgeries

It was noted by CQC that communications with disadvantaged groups could be improved and the PPG were invited to participate in auditing this and suggesting ways in which improvements could be made if required – Further discussion will clarify details of PPG involvement

Klinik – The PPG was given an initial demonstration of the new triage system to be used in CHMC. It is designed to upgrade and improve the limitations of the E consult software and will be rolled out soon – Call handlers will be available for inbound calls only and then queries will be automatically re-directed for action as appropriate. There will be a choice NOT to discuss medical details at this stage if desired

From October 31<sup>st</sup> Patients will have full access to their medical history, generally via the NHS app – CHMC is aiming to have this facility in place by August and live by September. Concern was raised by the PPG regarding the ability of patients to interpret test results. Paul acknowledged the concern but stated that it is a contractual requirement

### **Parking**

There have been further issues and there is ongoing communication between the Landlord and the Parking Company

### **Any Other Business**

The role of Physicians Associates was raised - 1.5 are in post at CHMC – There were a number of questions over the clarity of the role, the amount of medical training undertaken, the Scope of Practice, and Sphere of Competence. Concerns were raised that if the PA does not clearly introduce and identify themselves, it was possible for patients to assume that they were speaking to a GP, and not a PA. Identification badges should be worn.

ICS – Had highlighted a report produced by The Tunbridge Wells Old Peoples' Forum raising awareness of the post-Covid issues affecting the older generation and the effect some modern life changes can have on their wellbeing. Examples included the widespread use of technology, which brought both benefits such as on-line shopping, but excluded others, the closing of local toilets, libraries, banks and Post Offices, the reduction in public transport, limiting access to various social events and increasing isolation, reduced mobility and deteriorating physical and mental strength, resulting in an overall loss of independence. This report and its impact will be discussed in further detail at the next PPG meeting.

### **Date of Next Meeting**

August 9<sup>th</sup> at 2pm