

## Crown Heights Patient Participation Group: 13/03/2024 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:** Melissa Pickard **MP**, Deputy Practice Manager

**1. Apologies:** Paul Butterworth **PB**, David Pratt **DP**, Ben McDonnell **BMcD**

**2. Minutes** of the last meeting on 14th February 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. – referred to next meeting.
- **CW** to contact **PB** with stats required for newsletter – **Action completed**
- **PB** to enquire about PPG representation at PCN meetings – **Action completed**. Next PCN meeting 11<sup>th</sup> April 2024.
- PPG/ICB group **GM** to advise chair of PPG/ICB - **Action completed**

### **4. Newsletter**

Topics for inclusion:

- The 2023 annual stats reflecting the volume of work processed through the surgery
- Update on GP triage and introduction of Klinik.
- Outsourcing of MSK services.
- Patients with Communication Barriers – survey results and corrective actions.
- Statements from Practice Manager, PPG, Quality Manager, Social Prescriber.

### **5. PPG/ICB Group**

**GM** gave an overview of the role and value of the PPG/ICB group and the current difficulties experienced in communicating with the ICB. This relationship worked extremely well with the CCG and supported an effective communication flow between PPGs and CCG. Ros Hartley, ICB Director of Communications has been invited to attend the next PPG/ICB meeting (1/5/24) to discuss future effective communications between the PPGs and ICB. PPG members were asked to consider what they might see as important information exchanges between PPGs and ICB.

### **6. Physician Associates**

BMA has recently set out the first national guidance for the role and responsibilities of physician associates (PA). The document is detailed, specific and defines the PA scope of practice and more importantly the differentiation between GP and PA. The guidance can be found on the BMA website. [bma.org.uk](http://bma.org.uk). A discussion followed.

## **7. Surgery Update**

- Moving towards the end of winter pressures.
- Sarah Prince has been appointed as Lead Nurse
- Next Covid vaccination roll out will be from April 2024 for patients 75 years or over and patients who have a weakened immune system.
- Crown Heights now around 80% Face to face appointments and 20% telephone appointments.

## **8. GP continuity of care**

Discussion on recent newspaper article highlighting when patients see the same GP and there is continuity of care it resulted in a significant reduction in follow up appointments. **MP** stated that each GP now has allocated follow up slots.

## **9. Mental Health Infographic**

Formatted by Whitewater Health PPG. Informative summary of mental health resources. To be posted on Crown Heights Facebook. **Action MP**

## **10. AOB**

None

**11. Date of next meeting 10<sup>th</sup> April 2024 at 2pm at Crown Heights.**