

Crown Heights Patient Participation Group

11/10/2023 Minutes

Present: Cathy (Chair), Rosalind, Ben, Yvonne, Viv, Gilda.

In attendance: Paul, Practice Manager

Apologies: None

Minutes from previous meeting 13/9/23 approved.

Matters arising: Still awaiting a full complement of members in attendance before voting on whether or not to set up a separate PPG email. **Action: Item for next agenda.**

Revised Terms of Reference have been distributed to PPG members.

Young Person PPG member: No response as yet from BCOT (Fiona Dicks) of any student interest.

Surgery Update: Paul advised that Dr F Groom has resigned. However, we welcomed Dr Piper in July.

Klinik: Paul was asked about what appeared to be quite a lot of downtime on Klinik since its launch on 25th September. He provided the recent statistical data since the introduction of Klinik which reflected very encouraging figures.

Concerns were raised regarding the message on screen when Klinik was down due to appointments being completely full for a particular day. The message stated "Klinik Disabled" which was considered to be ambiguous and confusing. The PPG has been asked to revise the message to improve clarity and invite patients to check later in the day when Klinik could be available for further appointment booking. Paul emphasised that this is the only method of booking an appointment with a GP. However, patients can phone in for other information such as blood tests/ test results, insurance claims etc. **Action: PPG to propose a revised and clearer message on Klinik, to PB by 16th October.**

Prescriptions: This was deferred as it was added to the agenda at David's request. **Action: Add to next PPG meeting agenda.**

Patient Survey: Very poor result from the patient groups selected for this survey of patients with communication barriers; including disabled, hard of hearing, visually impaired patients, and patients where English is not their first language. Yvonne has agreed to undertake a review of the returns prior to Ben providing some analysis. **Action: Further consideration to be given on any future action to be taken.**

Virtual Meetings: It was agreed to hold the "PPG Christmas Cuppa" on 8th November in person in Waitrose Café at 2pm – **All PPG members** welcome. However, from December all future PPG meetings will be virtual to avoid the risk of Covid. This will be reviewed regularly in 2024.

Next meeting : as above in Waitrose Cafe, 2pm on 8th November.