

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

## **MINUTES OF THE MEETING ON 13<sup>th</sup> DECEMBER 2023 (HELD ONLINE)**

### **Present**

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

### **Apologies**

Vivienne Blunden

### **In Attendance**

Paul Butterworth – Practice Manager

### **Minutes of Last meeting 11/10/23**

Agreed and approved

### **Matters Arising**

None, other than those on the agenda

### **Patient Survey**

The PPG reviewed the recent survey results and agreed that despite the low number of responses the PPG would, in conjunction with CHMC, address the issues raised by the patients involved by way of a list of Corrective Actions which would then be published and would include:

- Klinik – Why does Klinik regularly close early?  
This is usually due to high volumes of appointment requests received exceeding capacity to fulfil – The downtime message has now been amended with input from the PPG to aid clarity
- Perceived over-reliance on mobile phones for outward communication to patients. Can CHMC text and email simultaneously? – To be investigated further by the IT team
- Can emails be sent directly to a named GP's inbox?  
This is not possible but patients are already able to email the practice. These are triaged on receipt and passed on to an appropriate individual. There is a minimum 5-day response period. Any requests received for a consultation will be redirected to Klinik
- Can test results be emailed directly to patients?  
Not routinely but these can be accessed by telephoning the practice or via the NHS app for those who are registered. Results can also be emailed by request once GDPR requirements are satisfied to ensure data protection
- Pharmacy – Why are new prescriptions including those advised by hospital doctors not automatically added to the patient record?

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These are recommendations at this stage but are usually prescribed as requested subsequent to review. Exceptions would be speciality drugs or those only released to named patients with specific conditions

- IT - Some screen readers are incompatible with E-consult. Is this still the case with Klinik? Most standard screen readers are compatible. The individual patient concerned is to be contacted by the IT team to clarify the type of equipment used and to seek a satisfactory resolution

Cathy thanked Yvonne and Ben for their assistance in collating and co-ordinating the survey responses

### **End of Year Summary**

Cathy delivered an overview of PPG involvement and actions undertaken during the last year which included the resumption of face to face appointments, demonstrations and discussions regarding the introduction of Klinik, communication of the role and purpose of the PPG to the wider patient base, the introduction of the newsletter, car parking issues, the patient survey, and our desire to increase participation and to seek the views of both new and younger members

### **Surgery Update**

Dr Richard Trueman has retired as a Partner but has returned as a salaried GP working 4 sessions per week – National difficulties in GP recruiting has resulted in many more surgeries using salaried or sessional GPs than had previously been the case

There has been an increase in face-to-face appointments with all clinicians

There are now 2 Physicians Associates in post. In response to a question regarding their experience Paul confirmed that they are receiving full training, supervised and introduce themselves and their role clearly to patients. Registration with the General Medical Council for Physician Associates is due to commence in 2023.

An additional Paramedic/Prescriber has been employed who will conduct both clinics within the surgery and home visits

50% of incoming enquiries are not directly clinical and following triage are directed to an appropriate individual within the team

Some members of the team may be working from home with secure access to the relevant systems

Out of hours services are still provided by others

1 new Pharmacist has been employed by the ICB who will work some of their hours for CHMC

The next CQC inspection will probably be conducted in 2024. The PPG offered their assistance

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### **Any Other Business**

In response to a question regarding Klinik, Paul stated that saving an input was not possible at present. The question arose due to the possibility that a request could be started but if Klinik closed before it was completed and submitted all the information was lost and a new input would be required when Klinik re-opened. This was considered to be inconvenient and unhelpful to patients

The items regarding Car Parking and Prescriptions will be added to the next Agenda

### **Date of Next Meeting**

January 10<sup>th</sup> at 2pm