**Crown Medical Practice**

**Patient Participation Group**

Minutes of meeting held on the 14 September 2021

Attended

Derek Hoey (Chair) Dr Joshi

John Davies Dr Standen

Pat Ford Catherine Parker

Michael Jones

Joyce Page

Anne-Marie Thompson and Amanda Markgraaff (Practice Managers)

Caroline Kelly (Secretary)

Apologies were received from: Michael LeWorthy and Simon Dalton

**1.Minutes of previous meeting**

Derek Hoey welcomed all to the meeting and saying how nice it was to be back to face to face meetings.

There were no other matters arising from the previous minutes and they were agreed by all.

**2. Group Meeting Update – Derek Hoey**

Derek updated the members on what has been discussed at the various meetings and confirmed that he had circulated via email bullet points on matters discussed.

Derek reported that re Primary Care were looking at appointments across surgeries and the use of Care Navigation, ie. Questions asked by reception staff to steer patients towards their best point of contact be that pharmacy, nurse or GP.

Derek updated the group re progress, or lack thereof, regarding a further meeting with Chris Pincher, MP and Housing Minister. He stated he had tried four times to make contact via email with no response so sadly this matter has not moved forward.

At the last meeting Derek raising awareness of 111 first service and how well it was working for the Queen’s Hospital Burton service as your notes are able to transfer with you but stated at that time that this did not apply to anyone conveyed to Good Hope/Heartlands Hospital who are on a different IT system. This is still the case despite being advised an upgrade to IT would be rolled out at the end of the Summer, he now says they are quoting by the end of Autumn.

Derek advised that Midlands Partnership Foundation Trust (MPFT) who are in charge of the George Bryan Centre have agreed to evaluate the service on its merits and to that end there is to be a consultation meeting, possibly at the Coton Centre, and an online survey on the 14 or 15 October 2021 – Derek is to check on these details and let all members know once confirmed.

With regard to University Hospitals of Derby and Burton Derek stated there was to be a PPG meeting this Thursday (6 September 2021) and Duncan Bedford, the representative for our area would be present.

Derek stated that the had been advised that with regard to referrals and getting back to capacity of seeing patients, a system had been put in place for grading them as follows:-

Emergency

Urgent

Routine

Derek reported on the new Integrated Care System (ICS) coming into place as from April 2022 which would mean no more CCGs. Derek’s concern here was that currently patients could join a board to meet with the CCGs to put forward any issues but with the new ICS this would not be possible.

**3. Prescriptions – Derek Hoey**

Derek raised the question of being able to email prescription requests to the surgery as another option from via patient access or pharmacy as he had seen an email address on the Practice web page for this. Amanda advised that this was not meant for patients in general only pharmacies and care homes and this was an error which would be rectified. She confirmed that with the merger of Trinity Practice with Crown there were a lot of changes and updates being made and apologies for any confusion.

**4. Appointments – Derek Hoey**

Derek asked about the situation with appointments moving forward.

Dr Joshi confirmed that as the current telephone triage first system is working well it will remain in place but there are more appointments being made available for pre-booking by the GP and for patients to be seen face to face where necessary. He stated that originally there was an approximate split of 70 tel triage to 30 face to face, this has increased to 60:40 and over the next few months will move to 50:50 and moving forward to 30:70. Dr Joshi confirmed that feedback from the younger/working patients was that they preferred this system so this will remain an option moving forward. Medication reviews will remain to be done via telephone.

Amanda confirmed that there still will not be any appointments available for patients to book on line at the moment. With the surgeries merging things are still a little uncertain and this situation will be assessed on an ongoing basis and updated/changed to suit the needs as they arise.

**5. Physiotherapy – Derek Hoey**

Derek queries what was happening regarding the FCP (First Contact Physiotherapy) service that was offered earlier in the year. He had been seen by them rather than being referred to Sir Robert Peel team and thought it had worked well with little to no waiting time. He needed to be seen again but has had to be referred to Sir Robert Peel with a waiting time of several weeks.

Dr Joshi stated that the service was not being utilised enough to justify it and we had switched to a Care Co-Ordinator Service at this time but that the FCP service may be resumed next April when the new funding year begins.

**6. Practice Merger Update**

Dr Joshi confirmed that the planned merger went ahead in June but with the two surgeries, Trinity at Stonydelph and Crown remaining to operate separately. It is scheduled for the two computer systems to merge over 17-20 September so that patients notes will be available to be seen at either surgery should a patient wish to be seen at, say Trinity instead of Crown or vice versa.

Amanda confirmed that for patients of the Crown nothing will change, business as usual the main changes will be for the patients at Trinity Surgery with them having to re-register with Patient Access for example.

Joyce Page asked if any notification had been sent to patients. Amanda confirmed that Trinity patients had received letters advising of the planned merge and its implications but as there were no changes to anything for patients at the Crown Surgery they had not been advised. Amanda also confirmed that the two practice web sites were currently in the process of being updated.

John Davies queried what feedback had been received from the Trinity patients regarding the merger and Anne-Marie confirmed that on the whole it was positive. She stated there were a few negative comments but in the process they had had to close the Wilnecote branch surgery which was previously part of Trinity and that was probably the most disruptive for patients.

Dr Joshi announced to the group that Dr Standen would be retiring on 24 September 2021 after 31 years at the surgery. He confirmed that Dr David would be joining the team and with the merger Dr Sam from Trinity would be covering some sessions here also.

Pat Ford asked whether there would still be a female GP available when Dr Standen leaves and it was confirmed that with the merging of the surgeries there will be access to both male and female GP’s at either surgery.

Crown would have Dr Joshi, Dr David and Dr Benkert with female GP Dr Sam holding sessions here and Dr John would also be available at Trinity.

**7. Any Other Business/Matters arising**

Derek asked for an update on the blood bottle shortage announced in the news. Dr Joshi confirmed that all routine blood tests had been cancelled. We have been given a target of reducing our use of blood bottles by 25% or we will lose the service altogether and hence we are having to be really strict on the blood tests we arrange.

Dr Joshi also advised that it is not just the blood bottles that are in short supply there is also a shortage of some medication and indeed the flu vaccinations had been delayed by at least one month due to the lack of drivers.

Dr Joshi advised that there had, at the time of the meeting, not been a firm decision made regarding the COVID booster vaccinations and more information was awaited.

Simon Dalton had been unable to attend the meeting due to work commitments but had suggested that maybe the meetings should be held at a time to suit a broader spectrum of patients. Amanda took this comment on board.

Dr Joshi introduced Catherine (Cathy) our new ANP (Advanced Nurse Practitioner) who will working alongside Holly, Practice Nurse and Jo and Claire, Health Care Assistants.

Dr Standen then said a few words about her retirement and how she had enjoyed her 31 years at the practice but was looking forward to her retirement (she thinks!).

Derek thanked Dr Standen for all her years of dedication and hard work at the surgery and how she would be sadly missed but wished her well – agreed by all.

The date of the next meeting will be Tuesday 7 December 2021 commencing at 1.00 p.m.

*If there are any issues or items you wish to raise at any of the meetings please do not hesitate to contact either, Derek Hoey, Chair or Mandy/Anne-Marie, Practice Managers.*