**Crown Medical Practice**

**Patient Participation Group**

Minutes of virtual meeting held on the 15 June 2021

Attended

Derek Hoey (Chair) Dr Joshi

John Davies Dr Benkert

Michael LeWorthy Dr John

Pat Ford

Michael Jones

Joyce Page

Anne-Marie Thompson and Amanda Markgraaff (Practice Managers)

Caroline Kelly (Secretary)

Apologies were received from: Marion Cox, Graham Wood, Pat Burns

Sue Cattell

**1.Minutes of previous meeting**

Derek Hoey welcomed all to the meeting.

Following on from the last meeting Derek asked if there was an update regarding the shortage of a phlebotomist at the surgery and the situation with Good Hope Hospital providing same. Amanda advised that there was not an update from Good Hope but that the plan moving forward was to train two of the reception staff so we could provide this service in house in future.

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

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

Derek updated the members on what has been discussed at the South East Staffs District Group Meetings. This included ICS (Integrated Care System) which is an evolving service to form a partnership between the GP, Hospital and Local Authorities to share information. Derek reported that patients and clinicians have been involved in this process.

Derek reported that the post-COVID recover plan was rolling out including clinics being run again locally as before.

Derek said he had had a virtual meeting with Chris Pincher, MP and Housing Minister on 20 January 2021 to discuss the amount of housing being built in Tamworth by Lichfield Council and the lack of infrastructure to support the same with all the strain being on Tamworth GPs, Schools, roads etc and Lichfield not taking on any of the responsibility but all of the council tax. A further meeting was to be held but as yet Derek has not been able to arrange the same but he stated ‘he is on the case’.

At the last meeting the new advertisement raising awareness of 111 first service was discussed. It was pointed out that at present the system works well for the Queen’s Hospital Burton service as your notes are able to transfer with you but as yet this does not apply to anyone conveyed to Good Hope/Heartlands Hospital who are on a different IT system. This is still the case but it is hoped that there will be a rollout of upgraded software at the end of the Summer to address this issue.

John Davies asked whether it was possible for a patient to request the ambulance team to take them to a particular hospital. Dr Joshi stated that the ambulance crew would check on the treatment available at specific hospitals but otherwise it would just be the nearest hospital available. (Have to take into account the number of patients already conveyed and waiting to be treated at certain hospitals as well as the specialist care available.) i.e Birmingham Heartlands has a specialist heart clinic and Derby has a specialist stroke unit.

The 111 service was also reported to have been overloaded with calls resulting in a recorded message being received by some callers stating ‘line busy, please call back’. Derek will be taking this issue forward to the next meeting.

Previously Derek had confirmation from the CCG that Tamworth residents would be eligible for a home visit if they needed assistance after 12 midnight due to the reduced opening hours of the Minor Injuries Unit but he is unsure if this is in fact still the case and will be looking into this.

Derek talked about the Improving Therapies Mental Health service, which is offered face to face by MPFT Midlands Partnership Foundation Trust and can be accessed via GP or self-referral by email or telephone. The question of the George Bryan Centre was raised and comment made that the George Bryan Centre was “a key feature of our service provision” and Derek is hopeful that more new is to come.

The University Hospital of Birmingham reported that they had the most COVID patient than any other hospital in the country and during the second wave in January 2021 they had 211 patients in intensive care as opposed to their normal capacity of 80.   
  
The focus is now on getting back to post COVID treatment levels and this was reported to be at approximately 80% at present with out-patient appointment being triaged as emergency, urgent, see within 3 months and can be seen 3 months onwards.

With regard to University Hospitals of Derby and Burton it was reported that a multi-storey car park is being built at Queen’s Hospital, Burton and planning permission is in place to extend the car park at Derby Hospital.

Derek reported that he had been assured that they are committed to putting in place more diagnostic and out-patient appointments locally.

Derek advised that there is a service called Health Watch Staffordshire who can help with forms and information on where to go to get help and care.

**3. NHS Data – Derek Hoey**

Derek raised the question from the press regarding the NHS selling data. It had previously been that extracts of data from patient records were available to ascertain certain care and planning needs, ie. Number of children in an area re number of schools, more elderly population or families re housing needs and number of diabetics, dementia, etc. to complete Government statistics.

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NHS is working with private companies to help with research. The question raised is whether it would have been more ethical to have asked each patient individually if they would like to opt-in rather than, as it now the patient has to opt-out if they do not wish their data used. Dr Joshi stated that information on how to ‘opt-out’ is available from the NHS web site or the surgery should anyone wish it.

**4. Appointments – Derek Hoey**

Derek wished to let the GP’s know that generally the public are happy with the system in place for telephone consultations and face to face if necessary and that more people were contacting the pharmacist for advice rather than just calling the GP. He did, however, raise an issue he had in getting through to the surgery to try and book an on the day telephone appointment stating that he began calling at 8 a.m as instructed but could not actually get through until 8.17 am by constantly pressing re-dial and then was told there were no appointments available for that day.

Derek asked what the situation is moving forward regarding ‘on the day’ appointment and would there be some available to book in advance as not everyone is able to continually call the surgery at 8 am to try and get an appointment. Dr Joshi clarified that unfortunately we have been struggling a little due to Dr Benkert retiring and GP’s holidays but that going forward some appointments will be available to pre-book in advance, only 2-3 to start with, but increasing as restrictions are lifted and it hoped that from August onwards things will improve.

Amanda stated that there will be more face to face appointments being made available in the future.

John Davies wished to express his support for all the staff and GPs at the surgery. He particularly liked the phrasing used of “how can we help you today?” when trying to ascertain a little information on what the consultation would be about.

**5. Practice Merger Update – Dr Joshi**

Dr Joshi confirmed that following some hiccups with the CCG and paperwork the merger had now been completed and as from 1 June 2021 Trinity Practice, Stonydelph was part of the Crown Medical Practice.

There were still some logistics and issues to complete but hopefully from September the merger will be complete with just one computer system for both surgeries. Trinity will be a branch surgery held at Stonydelph Health Centre with GPs Dr John and Dr Sam and Advanced Nurse Practitioner, Elaine Sherrin-Jones, plus others. Dr Joshi stated that we are looking to expand by employing a further GP partner and a care co-ordinator to help with queries from patients to navigate their hospital appointments, housing and social needs.

We have Kathy, an Advanced Nurse Practitioner, coming on board at the end of August to replace Carol who left at the end of May.

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

Dr Joshi informed the members that usually the CQC (Care Quality Commission) assess surgeries for their competency, adhering to guidelines, etc at least every 5 years. He was happy to report that Crown Medical Practice had passed this without having to have an onsite visit at this time. Very good news for the surgery.

Michael Le-Worthy thanked Derek for his time and efforts as Chair. He asked if the information could be communicated to all patient and not just the PPG members. Derek agreed to circulate any/all information he had from his meetings to the PPG members and Amanda agreed to update the Practice website accordingly so available to all patients.

Mike Jones wished to thank Dr Benkert for all of his services to the Practice and patients over the years and to wish him all the best for his retirement when it does eventually come.

The date of the next meeting will be Tuesday 14 September 2021 commencing at 1.00 p.m. This should, hopefully, be allowed to be a face to face meeting but this will have to be confirmed nearer the date.

*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.*