**Crown Medical Practice**

**Patient Participation Group**

Minutes of meeting held on the 8 March 2022 @ 12 noon

Attended

Derek Hoey (Chair) Dr Joshi

Pat Burns Marion Cox

Pat Ford Joyce Page

Michael Jones

Joyce Page

Anne-Marie Thompson and Amanda Markgraaff (Practice Managers)

Caroline Kelly (Secretary)

Apologies were received from: Michael LeWorthy and John Davies

**1.Minutes of previous meeting**

Derek Hoey welcomed all to the meeting as there were no other matters arising from the previous minutes and they were agreed by all.

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

Derek’s personal circumstances recently have meant he has not been able to get as involved as he would normally but he detailed below briefly were things are with each group.

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

Derek had previously updated everyone re the 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 at that time 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, then by the end of Autumn and now they are saying November.

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 were to be a consultation meetings. Some were scheduled for last October and Derek said the next opportunity would be online on 15 March 2022, you need to register with ‘Together We Are Better’ to access this. There is an attachment herewith re this.

Derek talked about urgent and emergency care and advised that currently decisions are being made as to how many Minor Injury Units and how many A&E Departments are needed within the region. He also advised it is proposed to change the name of Minor Injury Units to Minor Illness Unit as this is only nurse led service with no doctor on site. Patient would be signposted to 111 or A&E as appropriate if they could not be dealt with by the Minor Illness Team (this is currently the case also).

Derek said there was to be a meeting next week regarding options of what should be provided or remain provided by the NHS service from a funding point of view. This included things such as sterilisation, hearing assessments, assisted conception, and other minor ailments.

Derek reported that the Integrated Care System had been delayed for 3 months due to legalities and there would be more updates July time.

Derek went on to say that Good Hope were building two new wards where the mobile MRI unit was on the disabled parking area by the Richard Salt Unit. There is also a new Children’s A&E Department built next to the existing A&E Department, again taking up the car parking that was available. This led to questions regarding more parking to be provided but Fiona, Communications Manager had said previously that there were no plans to increasing parking but she has now stated that they are looking at revised plans for a multi-storey car park to be built and Derek will keep us posted re this.

Derek went on to praise Good Hope Hospital and its staff for the care provided to his wife during a recent need for care. He said they acted promptly, had state of the art equipment and provided medications, OT and carers as necessary and timely. He thanked the clinical staff at the surgery for their support with his questions following his wife’s discharge. Michael Jones seconded that opinion and agreed praise was needed for the NHS amidst all the negative publicity it has been given.

**3. Appointments – Derek Hoey**

Derek asked about the situation with appointments moving forward.

Dr Joshi confirmed that there was a planned move to 50:50 of appointments, telephone and face to face but with the OMICRON situation this had been put on hold but will be implemented now hopefully in April and moving forward to a 30:70 split of telephone and face to face as time goes on. Dr Joshi confirmed that feedback from the younger/working patients was that they preferred the telephone appointment 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 but that this would be changed going forward as things settle again.

Marion raised her concern regarding one of the new receptionists and their tone/attitude. Amanda assured her that this matter had been addressed and she should not have any further issues but if she did so to let the surgery know immediately.

Pat Burns advised that the message patient were receiving from the surgery is that face to face appointments were not available and she felt this needed to conveyed better.

Joyce said she felt that the new telephone system was not working correctly if you wished to talk about medication/prescriptions. She said the system took her round in a circle to no avail four times before she managed to put her request to the appointments receptionist. Anne-Marie took this on board but advised that this had now hopefully been resolved following teething troubles but to note that the prescription line was only open for limited hours (10am to 2pm).

Marion raised a query regarding the 4th COVID booster and Dr Joshi advised that this was now coming in and appointments could be arranged soon.

Dr Joshi clarified that for care navigation the reception staff ask for a brief reason for your request to be seen but you are quite at liberty to withhold such information if you wish, simply advise it do not wish to state.

**4. Staff Update – Anne-Marie**

Dr Joshi confirmed that the Crown surgery would have himself, Dr David Szelezsan, Dr Benkert and Dr Sam holding sessions at various times and Dr John, Dr Joshi, Dr David Szelezsan and Dr Sam would also be available at Trinity surgery. Dr John and Dr Sam being female GPs for those who prefer.

Anne-Marie advised that we have now taken on two new receptionist and a prescription clerk for the increased admin side of things. She introduced David Sheldon to everyone as the new Paramedic Specialist Practitioner and he went on to introduce himself to the group and talk about his role within the practice.

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

Derek wanted to compliment Anais one of our receptionist for the caring and professional way she dealt with his query.

Dr Joshi reported that the Government were pushing for General Practice to be more tied in with hospitals and bigger surgeries to enable a broader range of services to be provided.

He said that COVID admissions were rising which was having a knock-on effect with planned surgeries etc as ventilators, other equipment and staff were being deployed. He also noted that University Hospitals of Birmingham (Good Hope, Solihull, Heartlands and QE) had some of the longest waiting lists.

Derek did say that when he attended the surgery recently he felt uncomfortable because someone sat next to him and they were not wearing a mask. He asked if would enforce this ruling. Dr Joshi explained that we do ask patient’s to wear a mask but if they are exempt there is nothing we can do and it is not always obvious what reason a person has to be exempt.

Pat Ford has asked that we minute that she raised the question as to why she has had to wait 7 days to hear the results of her MRI scan? Dr Joshi advised he would look into this.

The date of the next meeting will be Tuesday 7 June 2022 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.*