**Crown Medical Practice**

**Patient Participation Group**

Minutes of meeting held on 6th September 2022

Attending

Derek Hoey (Chair)

Pat Burns

Marian Cox

Howard Pidd

Pat Ford

Richard Rapp

John Davies

Joyce Page

Amanda Markgraaff (Practice Manager)

Anne-Marie Thompson (Practice Manager)

Apologies were received from Dr. P. Joshi.

1. **Minutes of previous meeting**

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

1. **Group updates – Derek Hoey**

Derek advised the meeting that since the inception of the Integrated Care System (ICS) and the termination of the CCG, there had been a significant decline in the level of patient representation, which various members are seeking to resolve. Further information will be made available.

Recent developments at University Hospitals Birmingham (UHB) include two new modular wards at Good Hope Hospital, which will increase capacity.

Derek was due to attend the AGM of University Hospitals of Derby & Burton (UHDB) and had submitted a question regarding the opening hours of the MIU at SRPH.

1. **Patient Stories**

Derek related a story concerning his experience when he felt unwell, phoned the practice and had a consultation with Dr. Sam. Given the current negative media coverage of primary care, Derek felt that the way in which his case was handled showed that the system worked effectively and that the Crown appeared to continue to pursue its policy of ensuring that patients needing treatment are given the appropriate appointments and care. He wished to thank Dr. Sam for the care and advice she had provided.

Marian also told of her experience when she required urgent care and received excellent treatment.

1. **Patient Satisfaction Survey**

Amanda and Anne-Marie distributed a copy of the latest survey, which continued to show a positive response. Results are available online for patients to view. Howard pointed out the number of negative Google reviews he had discovered and there was some discussion on the various methods of accessing information.

1. **Appointments**

Amanda informed the meeting that a triage system was to be introduced from October. This should facilitate an increase in face to face availability.

Various issues on the subject of appointments were raised and discussed.

Online bookings for advance appointments are now available. Derek queried that one of the options on the online booking page reads ‘Blocked’, although it would appear that it is possible to book appointments under that heading. It was confirmed that advance appointments can also be booked by phone.

Marian raised an instance in which she had been unable to make the appointment she required and felt that she had not received sufficient assistance from staff until she asked to speak to one of the Practice Managers. Amanda stated that investigating such problems is more effective when dates and times are noted and recorded calls can be listened to.

Online Consult was discussed and it was agreed that this is a useful way in which to raise non-urgent issues. Amanda confirmed that the practice responds to the patients on issues raised.

Derek asked if patients are contacted to arrange regular/annual medical check-ups

and Amanda advised that this is only for patients with ongoing chronic conditions (contacted by month of birth).

Derek queried the effectiveness of medication reviews by phone, particularly as he had received notification that he could opt for a face to face review with the nurse, but had then been denied that option. He agreed to send Amanda a copy of the note he received. In the case of annual blood tests, this could be requested via Online Consult.

1. **Staff Update**

Anne-Marie advised that two new reception staff have been recruited and that Amy will be returning from maternity leave. An additional nurse will also be joining.

1. **Any Other Business**

Patients will be advised re Covid and flu vaccinations w/c 26 September.

Date of next meeting (to be confirmed) – Tuesday 6th December at 1.00 pm