**CROWN MEDICAL PRACTICE**

**Patient Participation Group**

Minutes of meeting held on 13th December 2022

Attending

Derek Hoey (Chair)

Pat Ford

Richard Rapp

Mike Jones

Dr. P. Joshi

Anne – Marie Thompson (Practice Manager)

Apologies received from Joyce Page, John Davies, Simon Dalton

All attending wished to convey their best wishes to Mandy, who was recovering from a car accident.

1. Minutes of previous meeting

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

1. Group Update

Derek outlined the current status with the ICB, in particular the lack of patient participation. An ‘Assembly’ had been proposed and further details will be provided when available.

Developments at UHB were also mentioned, specifically new wards at Good Hope and Heartlands hospitals and new theatres at Solihull Hospital. It had been recently reported that over 220 beds at the Trust had been occupied by Covid patients, reflecting the ongoing problems caused by the virus.

At a recent UHDB PPG meeting, two local issues had been raised – opening hours at the Sir Robert Peel MIU (8.00 am – 9.00 pm) and the reopening of the midwifery unit at Samuel Johnson (tba).

1. Online Consult

A patient expressed the view that the Online Consult facility on the practice website was not very ‘customer friendly’, in that the options given were not always flexible enough to allow the patient to provide details of requirements or issues needing attention. Dr. Joshi confirmed that he had spoken with the provider and that development was ongoing.

1. Patient story

A patient recounted an experience in which he had booked an appointment with the GP online and outlined what he presumed were regular symptoms. On the morning of the appointment, Dr. Joshi had read the patient notes and made contact to arrange a blood test, as the symptoms may have been indicative of a problem requiring urgent treatment. It was felt that this story showed two significant issues – that patients should not simply ignore symptoms which may not be causing pain or distress and that the Crown’s GPs were alert to issues raised by patients.

1. Appointments

Dr. Joshi and Anne gave an update on the procedures for booking appointments. Patients can book same day appointments, with triage phone calls returned by 10am, when nurse can discuss issues and type of appointment. Appointments can also be booked in afternoons between 2.00 – 2.30pm. Appointments can be booked up to 4 weeks in advance – this can be done by phone, online or in person at reception. It was explained that the practice was employing locum GPs in order to maintain service levels and that it was hoped to employ additional GPs in the future, along with Physician Associates. Additional rooms were also being made available to cope with patient demand.

Date of next meeting – Tuesday 7 March at 1.00pm.