**Crown Medical Practice**

**Patient Participation Group**

Minutes of meeting held on the 7 June 2022 @ 1p.m

Attended

Derek Hoey (Chair) Dr Joshi

Pat Burns Marion Cox

Pat Ford Joyce Page

Michael Jones Richard Rapp

Amanda Markgraaff (Practice Manager)

Caroline Kelly (Secretary)

Apologies were received from: John Davies, Victoria Rapp and Anne-Marie Thompson

Marion Cox’s sister, Pat, attended as visiting from out of area.

**1.Minutes of previous meeting**

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

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

Derek updated the group that he had still not managed to have any contact with Christopher Pincher, MP and Housing Minister.

Derek had previously updated everyone re the 111 first service and how well it was working for the Queen’s Hospital Burton service but at the moment this did not apply to anyone conveyed to Good Hope/Heartlands Hospital who are on a different IT system. This is still the case and despite being advised an upgrade to IT would be rolled out at the end of the Summer, then end of Autumn, then November, he has now been advised that they are having more technical difficulties and there is no estimated date of completion.

On a side note Richard Rapp advised that when he was recently out of the area and wishing to be seen Crown Medical Practice could not be found on the spine. Dr Joshi stated that this was probably a networking error as, except in Scotland, all the surgeries should be visible.

Derek advised that Midlands Partnership Foundation Trust (MPFT), who are in charge of the George Bryan Centre, had agreed to evaluate the service on its merits and consultation meetings were to be held. Derek reported that there was only one proposal on the table which was not to rebuild the George Bryan Centre but for patients to go to Stafford. He reported that when he asked about the insurance money he was told it was available to fund a rebuild. They stated that Tamworth would be supported with enhanced community services but that Stafford was more suited as it had access to a great police presence when needed and in patient care.

Derek reported that the Integrated Care System had been delayed for 3 months due to legalities and there would be more updates July time. This is still the case although confirmed that the CCG would cease to exist from 1st July. He is still concerned about the lack of accountability with the public/patients but matters are still in abeyance due to staff leaving and changing roles within the new ICS.

Derek asked for members to ignore the list of engagement events he sent round as there are no longer taking place. He will email later with the new online event invites.

Derek went on to talk about UHB (Good Hope, Solihull, Heartlands and QE, B’ham). He reported that COVID is still about (figures from 10 days ago) more than 200 patients were admitted, although not all on intensive care still needing hospitalisation. He reported that the group were working hard to cope with the back log of surgery and diagnostics working 7 days a week seeing patients on Saturdays and Sundays to try and catch up a bit. He advised, from his experience that the A&E triage system was working well in that when you arrived you were triaged and pointed to the most appropriate department being orthopaedics, paediatrics or the treatment centre, etc. which seemed to keep the flow of patients moving.

**3. Appointments – Derek Hoey**

Derek advised that he felt the system was working well with the telephone triage. He tried to book in advance but was advised this was not possible at this time. He wished to voice his opinion that on line appointments only was not the way to go, as have some surgeries, and that he felt telephone booking should still be an option.

Amanda apologised that the telephone system was not working fully as it should at the present time but this was being dealt with and in fact two more telephone lines were being added shortly to alleviate, hopefully, some of the problems with getting through to the surgery.

It was reported that the prescription line was still working correctly and rather than ringing engaged it had a message re voicemail not activated. Amanda is going to look into this issue.

Dr Joshi advised that the telephone triage system was going to continue still into the future and Amanda confirmed that reception staff had undergone training regarding signposting patients to the most appropriate service. Amanda did say that patients could still choose who they spoke to the receptionists advice was purely that advice on alternative options.

**4. Face to face appointments and total appointments – Dr Joshi**

Dr Joshi reported that in line with Government Guidelines we will be increasing the GP sessions from this week and adding in two more sessions. Unfortunately due to restrictions within the building we could not accommodate any more as we already have GPs working remotely and in offices, rather than treatment/consulting rooms, to free up space for face to face appointments.

Dr Joshi advised that currently we offer 60% face to face appointments and 40% telephone triage. Moving forward we will increase this to 70% face to face and 30% telephone triage. He did comment though that we had found face to face appointment demand had fallen following the COVID pandemic with quite a few patients now preferring the flexibility of the telephone appointment. There is also an on line triage service for all patients registered at the practice. You simply fill in the form from the web site and email it to the practice who will then respond back to you.

Pat Burns asked if there would be face to face appointment available to book without having telephone triage first and Amanda confirmed that this is the case at the moment although it does depend on availability. She also confirmed that booking up to four weeks in advance is an option, but again depending on availability. On line booking will be returning but not just yet as there is a need to get the balance right so that not too many appointments are released in one go leaving shortages for people to book via the telephone or in person.

**5. Test results – Derek Hoey**

Derek recently called the surgery for some results but when he was asking questions about these the person he was talking to was not clinically trained and could not adequately answer his queries. He felt it would be more appropriate if someone clinically trained could relay these results to give the patient more confidence and reassurance.

Dr Joshi did confirm that although the staff were not clinically trained there were doctors’ notes on the results and if the patient had any queries or further questions an appointment could be booked with one of the nursing staff or a GP if the patient wished.

**6. Future Minuting of the Meetings – Amanda**

Amanda explained that the surgery was under more pressure these days with staffing and asked if anyone would be prepared to take over minuting the meeting so as to release Caroline to continue with her secretarial role.

Although it would be difficult for Derek to both Chair and minute the meeting, Michael Jones said that if no one objected he was happy to record the meeting and then he and Derek would transcribe this and distribute between them. Derek agreed to email the minutes to the surgery for us to post on to those members who did not have access to the internet.

No one at the meeting objected to this and it was agreed to try this at the next meeting.

**7. Future of GP practices in Tamworth – Dr Joshi**

Dr Joshi reported that with the ending of the CCG and beginning of ICS (Integrated Care System) in July there were changes planned to the structure of GP surgeries. It was planning that services were shared across both South and East Staffordshire to make evening and weekend appointments available (not necessarily at your own surgery) and also to share resources such as in house Pharmacists, Social Prescribers and the like.

Dr Joshi updated all that there were many changes due to take place within Tamworth town centre with various new developments proposed which could impact on GP practices moving forward.

**8. Any other business**

Pat Ford asked if there was any indication on when face masks would no longer be mandatory within the Health Centre and Dr Joshi advised that possibly in July the Government would be updating the public.

Amanda advised the group that the practice was to have a CQC inspection this month. It will be from 16 – 28 June and she asked if any members of the group would like to come in on the morning of 28 June and meet with the inspectors. Amanda also asked if anyone would like to complete an on line feedback form and she will be putting that on the web site for anyone to complete.

Both Pat Burns and Marion Cox brought up an issue they found with the prescriptions. Pat telephoned the surgery to request an urgent acute prescription but unfortunately this was not actioned within three days and thus over the long Bank Holiday break an alternative product had to be purchased form the pharmacy until the issue could be resolved. Marion had a similar experience where she requested her medication a good week in advance due to the Bank Holiday but it was not issued until she chased this up via the pharmacy. On this occasion the pharmacist reported that the surgery had stated no cover was available for the prescription clerk’s absence. Amanda is to look into this issue.

Amanda did reassure everyone that cover was provided for holiday/sickness and that prescriptions can be ordered direct with the surgery, via the chemist or on line.

Mike Jones wished to raise the issue of disabled parking at the surgery and suggested a deal may be put forward to the Council to use the small car park opposite for surgery patients. Dr Joshi advised that this had been tried previously without success but that he would take this on board with a view to trying again.

Joyce Page apologies for not participating fully with the meeting but she was struggling to hear was everyone was saying due to the face masks. She is partially deaf and misses not being able to lip read people and said she hoped to join in more at the next meeting if the face mask restrictions are lifted.

The date of the next meeting will be Tuesday 6 September 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.*