**CROWN MEDICAL PRACTICE**

**Patient Participation Group**

**M**inutes of meeting held on 07 September 2023

Attending

Derek Hoey (Chair)

Jackie Binks

Marion Cox

Pat Ford

Richard Rapp

Dr. P. Joshi

Anne-Marie Thompson (Practice Manager)

Apologies were received from Pat Burns and Howard Pidd

1. Minutes of meeting/Matters Arising

The minutes of the meeting of 13 June were agreed as accurate and there were no matters arising.

1. Group updates

Staffordshire & Stoke on Trent ICB - This is not established as an ‘engagement forum’ and does not therefore have the same level of effectiveness as the previous interactions with the CCG. Derek had placed a written question at the latest board meeting regarding lack of patient voice, but was unaware of how that had been answered.

University Hospitals Birmingham – UHB has established a new ‘operating model’ which effectively gives more emphasis to the individual hospitals, including Good Hope.

At the last Council of Governors, Derek had queried the service levels provided by ERS in transporting Staffordshire patients. This is a service which is commissioned by the ICB and a letter highlighting shortcomings of service has been sent to the ICB. Derek asked that all advise him of any ERS experiences.

Dr. Joshi commented on the length of waiting times at UHB.

University Hospitals of Derby & Burton – at the latest UHDB PPG meeting, it was stated that the Trust would be improving its procedures in terms of how patient experience is managed. Further details will be forthcoming.

1. Appointments

There was a general discussion on the availability of appointments and booking procedures. Patients have the options of calling on the day or booking in advance, although availability will depend on demand.

Dr. Joshi advised that patients can use the online link through which thy can outline symptoms and await a response from the GP.

1. National GP Survey

Various results of the 2023 survey were discussed in relation to performance and patient satisfaction.

1. Patient Stories

Patients outlined some experiences in relation to blood tests and pharmacies, which were discussed and noted.

1. Practice staff/Developments

Building works were still in progress and not expected to be completed before the end of the year.

Dr. Joshi and Anne-Marie updated the group on staff appointments, including that of Sam Bakewell as paramedic.

1. Any Other Business

Flu and Covid vaccinations will commence at the end of September.

Date of next meeting – Tuesday 5 December at 1.00 pm