

**CROWN HEIGHTS MEDICAL CENTRE**

**DRAFT MINUTES**

**CROWN HEIGHTS MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP**

**28<sup>th</sup> May 2010**

| SERIAL | ITEM   | LEAD             |
|--------|--|------------------|
|        | Welcome and introductions  |                  |
| 1.     | Apologies<br><br>Dr Knight<br>Mr Banning<br><br>Attended<br><br>Dr Cole<br>Mrs Moira Whittaker<br>Mrs Christine Montague<br>Mr Keith Brant<br>Mrs Bewick<br>Mr Barry Horne<br>Mr Alan Mills<br>Mrs Gibbons | SM               |
| 2.     | Minutes of the previous Meeting<br><br>Enclosure 1<br><br><b>Mr Brant made comment that his appointment of vice chair was not entered</b>  | Chair/Vice Chair |

**STANDING ITEMS**

None for this meeting

**CURRENT ITEMS**

|    |   |  |
|----|---|--|
| 3. | North Hampshire Alliance – The Group to consider whether to send a representative<br><br>Enclosure 2<br><br><b>Discussed with those present to try to</b> |  |
|----|---|--|

**obtain the commitment of one patient to attend as a representative of Crown heights Medical Centre.**

**Dr Cole gave an overview of the situation in regard to the North Hampshire Alliance and their role in the changing situation in regard to the NHS.**

**Discussion followed in the group surrounding the role of the alliance, particularly in regard to the issues raised regarding funding and the implication that the Alliance will be seeking to re-invest monies.**

**At this stage, the group felt that they would be unable to appoint a substantive representative, therefore Stefan Morawiec and Moira Whittaker would share the role.**

SM

4. Issues in the practice

Telephones

**Discussed regarding the issues that the practice faces. There were some positive comments regarding the improvements to the system and also some of the negative issues, including what might be improved.**

**Issues discussed included:**

- **Patient confidentiality**
- **Use of texting**
- **Improving on-line booking**
- **Staffing**

**Mr Mills offered to use his expertise in this field – SM to make contact.**

Staffing

**Discussed in the update on telephones**

Extended Hours survey

**Dr Cole updated the meeting on the system that the practice employs. The members were asked their opinions regarding the service. Issues raised:**

- **Poorly communicated**

- **Difficulty to man (doctor and staff**
- **Working Saturday morning**
- **Delivery of routine appointments**

#### OTHER ITEMS

5. Any other business

Where do we want to go?

- Using the group to ratify practice decisions

**The group were eager to become more involved in assisting the practice. It was felt that this was a group of representatives rather than a representative group. Point taken positively and the group needs to assess how to take this matter forward regarding embracing:**

- **Younger people**
- **Embracing representatives from different ethnic and diverse groups**
- Marketing the practice

**Discussed and it was felt that the market was marketed well, albeit communication between the practice and patients could be vastly improved upon.**

- How to take things forward as a partnership

6. Date of next meeting

**Keen to keep the momentum going the group decided to meet 18th June 2010 at 9:30 a.m.**

**Stefan Morawiec  
Acting Secretary**

