



Chatsworth Road Medical Centre
Patient Participation Group
Minutes of the Meeting held Wednesday 20 October 2021
[Online (Zoom) meeting]

Present

Ken Davis (Chair), Jan Bird, Ian Gerrard, Nick James, Dr Lucy Scriven, Lucie Wattam, Michele Young

Apologies

Alan Beasley, Ian Fowkes, Brian Penk, Janet Portman,

The chairman thanked members of the Practice for attending the meeting in difficult circumstances (and when on leave!).

1. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of 19 August 2021 were proposed by Ian Gerrard, seconded by Michele Young and accepted by the meeting as an accurate record.

2. MATTERS ARISING not covered elsewhere on the agenda

- i. Newsletter. Postponed for now. However, **Action – KD and MY will discuss the practicalities of this.**
- ii. Vitamind. This could be added to the links on the Practice mental health leaflet. **Action – MY will drop off information at the Practice.**

3. PENDING ITEMS

- i. Vitamind: we will request a speaker for a meeting in the New Year.
- ii. Engaging Brookfield School students: carry forward to start of Summer 2022 term.

4. PATIENT SURVEYS

A lengthy discussion took place. Ian expressed the view that access to care is the main issue at present, not the quality of care, so the appointments system is key. The Practice has no immediate plans to change the current system but asked for our views on this and face-to-face consultations. Telephone triage helps self-isolating doctors to continue working. Because of a shortage of staff due to the pandemic and the extra time the pre-recorded introduction can take the PPG members have experienced different times in getting through, ranging from about 13 minutes to five hours. There was a concern that a survey on appointments may be counterproductive, but patients could provide their thoughts on what their ideal system would be. **Action – IG will put together some ideas for a survey and pass these around the group.** (It was mentioned that information about staff isolating could be added to the Facebook page.) In terms of future changes to the appointments system, LW prefers the blend of

approaches based on telephone triage but with the option for face-to-face appointments available. **Action – All listen to the new telephone message, and let the Practice know via KD if there are any comments.** Dr Scriven observed that doctors are now more practiced and confident with telephone triage now, including deciding when face-to-face appointments are needed. Phone appointments are 15 minutes as opposed to 10 minutes for face-to-face, as more time is often needed for doctors to gather the necessary information. There are ongoing problems with abuse of staff both on the phone and in the surgery. Estimates indicate that the practice is still managing to see 80 – 85% of patients face-to-face as compared to pre-pandemic levels. **Action - KD/JB will write statements about being kind and patient to be correlated and distributed/displayed in appropriate places.**

5. REPORT FROM NETWORK MEETINGS etc.

KD thanked MY for her assiduous attendance at these meetings.

i. **Joined Up Derbyshire/NAPPS** – MY had attended a meeting on diversity and recruitment to PPGs. Various methods of recruitment were proposed, most of which we already use. **Action – MY will send slides from the meeting to the group when she receives them.**

ii. **Derbyshire Dialogue meeting** – MY had attended a meeting on the vaccine programme and how it had been established and (very successfully) run in Derbyshire.

iii. **Network Group meeting** – KD/MY attended a meeting, attended by representatives of only four PPGs, addressed by Dr P.J. Flann and Ian Anderson regarding the PCN. Dr Richie is involved with this. The CCG is about to disappear, and there are 15 PCNs in Derbyshire, of which Chesterfield is the largest. Ian Anderson talked about end of life and frailty care, wanting more to be done to improve the level of care in cases where the patient wishes to stay at home (including a specialist nurse). He wants PPGs to get involved in building momentum for this, but there are questions about how this will be financed and about its sustainability. & Dronfield PCN – Ken continues to work with Tim Peacock and Ian Anderson on seeing how the PPGs can work with the Primary Care Network. Attempts to incorporate Dronfield PPGs into the Chesterfield PCN have not met with a positive response, with only one expressing any sort of interest.

6. PRACTICE REPORT

Covered in 4 above.

7. ANY OTHER BUSINESS

- i. The response to our letter to NHS England was noted. KD drew attention to problems arising from combining practices.
- ii. MY congratulated the Practice on the successful flu vaccination programme and asked how it worked for housebound patients. The Practice offers vaccination at home where the patient is already known to be housebound or if s/he contacts the Practice to request it.
- iii. KD mentioned that we may hold an informal meeting in November if the draft survey is ready by then.
- iv. IG offered to host Zoom meetings in future, which was agreed with thanks.

8. DATE AND TIME OF NEXT MEETING

Informal (if required): 17 November 2021

Formal: 15 December 2021, 3pm