



CHATSWORTH ROAD MEDICAL CENTRE  
PATIENT PARTICIPATION GROUP

ANNUAL GENERAL MEETING  
CHAIRMAN'S REPORT FOR 2021/22

OVERALL POSITION

As in the previous year the Practice and the PPG continue to have been fundamentally affected by the Covid 19 pandemic. Since lock down in March 2020 the Practice has had to change the way it cares for patients using remote, telephone and on-line services. We have held PPG meetings using 'Zoom' and the Practice has given updates at the meetings. With the able help of the Practice staff we have continued with our on-line survey and the results show that most responders believe that the Practice continues to provide first class primary care to our patients. Where relevant the PPG will work with and support the Practice in those cases where change is being implemented that could damage service levels to patients. The pandemic continues to impose essential changes that we have assessed in order to monitor patients' views of services provided by the Practice. We cannot undertake any significant projects. We contributed to the Derbyshire-wide PPG Network Group that is meeting on-line and we are building relations with the chairpersons of Chesterfield and Dronfield PPGs that are part of the Primary Care Network (PCN) of which our Practice is part.

The Practice has had to change the methods of providing care and also to take on additional work such as making sure everyone receives their vaccinations when eligible. We thank the staff of the Practice for their continued commitment particularly during periods when Covid infection has severely limited the numbers of staff. This has required doctors, nurses and staff who are available to work extra days.

PPG MEMBERSHIP

The Chairman would like to thank members for their support, particularly those who have done this while also caring for members of their families. The pandemic has meant that we have not been able to encourage patients to join the PPG. These restrictions have also stopped us physically working together and with the Practice.

We do see extending the membership as a key priority when we can resume more normal relationships and we have discussed how we can do this in the coming months.

The 'Virtual PPG' has not developed as there are few members who we can involve. Given the new ways of communicating that we have all adopted there may be ways of extending this and we are researching how other PPGs have approached this.

## THE PPG AND THE PRACTICE

We have continued to hold monthly meetings with the Practice, this has enabled us to understand the pressures on the Practice and how staff and doctors have had to adapt to extra responsibilities. We have supported the Practice by publishing information asking patients to take care and be respectful when asking the Practice staff for support and service. We reviewed the Practice's introductory telephone messages to help give the right information to patients.

Some patients have taken an aggressive stance with the Practice reception staff because they think that the Practice has not provided the service it should. The Practice is subject to the same restrictions and precautions as all other parts of the NHS and patients need to account for this when asking for services. We support the Practice's 'zero tolerance' policy towards aggressive behavior by an extremely small number of patients.

## PPG ACHIEVEMENTS

### Surveys

It has still not been possible to survey patients at the surgery in order to understand their views on the service and performance of the Practice. We have devised and implemented an on-line survey that is aimed at discovering how patients feel about the types and level of service provided and whether patients accept telephone and other remote consultation methods. We would like to thank the practice staff for the extra effort they gave to create this on-line survey alongside all the extra work that the pandemic has created.

### Projects

The Covid 19 pandemic has curtailed any work on new projects, the following summarised the overall status of existing projects:

- We have worked with the Practice to place the latest information guides we produce onto our web pages.

### Publicity

We have used *Derbyshire Times* and *S40* to publicise the position of the Practice and services provided.

### Involvement in Wider NHS Matters & Other Health Organisations

Large scale changes continue in the provision of primary care across England as the government starts to implement its policy for integrated provision of care in the community (Joined Up Care or Integrated Care Support). We are providing patient input to the development of the Chesterfield and Dronfield Primary Care Network (PCN) and the role practices will have in integrated care provision.

### The Next Year

The relaxation of pandemic restrictions has seen daily life return to normal but with this we have seen an increase in the number of cases of Covid 19. Generally the impact of the infection on individuals is far less extreme but some people are still badly affected. Therefore we will continue to work within NHS restrictions and will continue to meet using digital systems. If at all possible we will try to increase the membership of the PPG.

Ken Davis  
Chairman - Chatsworth Road Medical Centre PPG  
April 2022

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