**Chatsworth Road Medical Centre**

**Patient Participation Group**

**Notes of Formal meeting held on Wednesday 19 June 2024 at 3.30 pm**

**Present**: Ken Davis (Chair), Jan Bird (Secretary), Lucie Wattam (Practice Manager), Beverley Munoz-Pujol, Michele Young (part), Paul Thefaut, Tracy Townend

**Apologies**: Dr Lucy Scriven, Ian Gerrard, Ian Fowkes, Helena Featherstone, Jim Bower,

Lynn Brockell-Ogley, Nigel Gregory.

Lucie reported that Dr Scriven is sadly unwell, and is currently off work. All present sent their best wishes to Dr Scriven for a speedy recovery. Ken will arrange for a get well card on behalf of the PPG.

**Formal approval of Minutes by Chair**

Ken said that in theory, the Chair should sign each set of minutes as being formally agreed. This hasn’t been done since the pandemic, because meetings have been held over Zoom.

The PPG agreed that there is no need for a formal signature, as each set of minutes records agreement to the previous set.

**ACTION: Lucie to note in case of any future queries from CQC.**

**Minutes of informal meeting 20 March 2024**

**DNA:** Ken had drafted something for the Facebook page. Lucie confirmed that it was still an ongoing problem and that patients were reminded if they had missed an appointment.

**GP Improvement Scheme funding:** there had been concerns that the Practice was missing out on funding, through being innovative and “on the front foot”, and that funding was going to practices who were slower to introduce new measures. Ken has raised this with the ICB but has so far had no response.

**Young people in the PPG:** Helena has joined us, which is excellent. Tracy and Bev have explored other avenues but it has not been possible so far to encourage other young people to attend. Further discussion under projects for 16+ patients.

**Hidden Disabilities:** Michele attended an event in November 2023 and there is an outstanding action to ask Helen Rhodes to speak to the PPG about the fifth sense. This has been postponed until the Carers project is complete.

**ACTION** : **Jan to include in Agenda for the next meeting under “Future Projects”.**

**Gender Dysphoria:** Action completed by Janet Portman.

**Carers**: ongoing discussion, but all actions agreed have been completed so far. Further discussion under “projects”.

**Minutes for the meeting on 20 March 2024 were accordingly agreed by the PPG.**

**Minutes of Informal meeting on 15 May 2024**

**NHS Constitution:** Ken had opted not to examine the Constitution in detail, following Dr Scriven’s comment that it’s the GP Contract which drives how GPs deliver the service, and there would be little value for patients in our commenting on the consultation.

**Virtual Wards:** Ken reported that the next meeting of the ICB will be covering this, and how it links in with Joined Up Care.

**Joined Up Care:** Ken said that from the ICB meetings, there seemed to be a lot of good things happening Under Joined Up or Integrated Care. PPG members at the meeting asked how patients get referred when they need second level care, eg a physiotherapist or a district nurse. Is that a GP function? How can we be sure that the different professionals involved are speaking to each other about a specific patient? How are GPs kept informed when multiple professionals are involved in a patients’ care?

Lucie explained that health professionals from other services are able to add clinical information to the Practice system on their visits and treatment of patients outside of the surgery, so a patient’s GP should have a comprehensive picture.

**ACTION:** **Ken to go back to the ICB to ask if GPs are getting as much information as possible on patient care when other second level care is involved.**

**Home from Hospital Scheme:** covered later under projects. Bev reported that she has had contact with coordinators for both this scheme, and the separate “low level support scheme” and can find out who covers Chesterfield.

**ACTION:** Bev to approach both coordinators, with a view to them both presenting at the next informal PPG meeting, which will be on Wednesday 18th September.

**Minutes of the Meeting on 15 May 2024 were accordingly agreed by the PPG.**

**Projects**

**Carers:** Lisa Barker at Derbyshire Carers is happy with what the PPG has done so far, in respect of encouraging more carers to register with the Practice. There was a brief discussion on what else we might do, and it was agreed that we should allow Derbyshire Carers’ Association to continue to lead on signposting carers to other sources of support and help, as they are best placed to do this.

**ACTION:** **Ken to contact Lisa Barker to say that the Practice will continue to signpost carers to the Derbyshire Carers’ Association, as the main point of contact for support.**

**16+ Patients:** The PPG has a copy of a booklet produced by a Suffolk practice for their 16+ patients. After a brief discussion and input from Bev and Tracy, who both have considerable experience in working with and engaging young people, it was decided that this booklet is too comprehensive for our needs. A short (2-3 minute) video narrated by a GP, shared on the Practice website and perhaps on YouTube, would reach the target audience much more effectively. This would cover the key messages that young people say they need to hear, and signpost them to appropriate sources of support.

**ACTION:** **Bev and Tracy to scope out the key messages and signposting for 16+ patients, which would be most useful for a video presentation.**

**ACTION**: **Ken to speak to the Practice to ask if a GP would be willing to record the video when the messages have been agreed.**

**Reports from Network Groups**

Ken has sent the most recent report to PPG members. We are dependent on what the ICB decides to tell us, but there seems to be some very positive work going on and it’s hoped that will continue.

**Practice Report**

**Friends and Family:** The monthly Friends and Family returns have been circulated, and are overwhelmingly positive. On behalf of the PPG, Ken congratulated the Practice on the results, and particularly on the responses from patients who have said how much they feel cared for and reassured. He reported that paramedics have said that the Practice is the best that they deal with locally, which demonstrates the consistently high level of patient care that is offered.

**Routine appointments:** Tor Siddall had identified a few comments in the latest return, where patients had said they had to wait several weeks for an appointment.

Lucie said that when she has followed up such complaints, it was often people who had requested an appointment with a specific GP, but who did not include that information on returns. The wait would, almost inevitably, be longer than if a patient felt able to see any GP.

Lucie explained that a balance has to be struck between appointments available on the day, follow-up appointments requested by GPs, and appointments which patients can book in advance. If, for example, more future appointments are set aside, that has a knock-on effect for appointments which can be offered to patients ringing each morning. Reception staff have received additional training to support telephone triaging for patients who may not need to see a clinician, but who can self-refer to other services.

Additional capacity has been put in place with locums to cover Dr Scriven’s absence, but there are issues with locum availability.

**The PPG agreed that the current balance is working as well as can be expected, and that there should be no changes.**

**Any Other Business**

**Peak Pharmacy:** Ken had written to the directors of Peak Pharmacy, to express concern at recent delays in fulfilling prescriptions for patients at the Practice, and the knock-on effects on Practice staff, as worried patients had tried to resolve issues around medication which were out of the Practice’s control. He has received a reply from the Superintendent, which took the concerns seriously, and said that an additional pharmacist and extra staff were being put in place. Things appear to be better, which should reduce the impact on Practice staff, but there is still a 5 day turnaround time. The Practice policy is for a turnaround time of 48 hours.

Ken asked if the Practice could make it clear to patients that for the time being, they need to allow longer to pick up prescriptions, and to allow extra time particularly during the holiday season.

**ACTION**: **Ken to write back to the Superintendent Pharmacist to thank them for the actions they have taken to improve the service, and to outline the steps the PPG will take to ensure that Practice patients are aware of the current waiting time.**

**ACTION**: **Ken to talk to Katie at the Practice to see what can be done on the website to notify patients of the current waiting time.**

**Date of Next Meeting**

**There will be no meeting on Wednesday 17th July** as some members of the PPG will be on holiday.

**The next Formal meeting will be on Wednesday 21st August, at 3.30 pm by Zoom.**

**The meeting closed at 4.45**