



**Chatsworth Road Medical Centre  
Patient Participation Group  
Minutes of the Meeting held Wednesday 16 June 2021  
[Online (Zoom) meeting]**

**Present**

Ken Davis (Chair), Ian Gerrard, Nick James, Tamsin Jones, Janet Portman, Dr Lucy Scriven, Michele Young

**Apologies**

Alan Beasley, Ian Fowkes, Lucie Wattam

**1. MINUTES OF THE PREVIOUS MEETING**

The minutes of the meeting of 17 March 2021 were accepted.

**2. MATTERS ARISING not covered elsewhere on the agenda**

None

**3. PENDING ITEMS**

- i. PPG development via 'opt-out' text messages. KD has written to Ian Anderson (Inspire Medical Centre PPG) requesting further information, but no reply yet. **Action: Discuss at next formal meeting.**
- ii. Slow responses to telephone appointments. It was agreed that as Facebook messages only show up temporarily on the front page, they would not be suitable as a means of reminding people to be ready for their call. It was concluded that there is nothing that can be done that would not be more trouble/cost than it is worth. LS confirmed that every patient has a preferred phone number on their record (home v work/mobile v landline etc.).
- iii. Engaging Brookfield School students: carry forward to start of Summer 2022 term.
- iv. Facebook. MY has drafted an advertisement for PPG meetings to go on Facebook. Longer term, the PPG would like to put a newsletter on the website and possibly Facebook, but we need to determine how best to do this. **Action – to be discussed at next PPG.**
- v. Loneliness: local befriending service and services provided by Age Concern. JP has provided wording for a message on the website and TV screen in reception. and forwarded it to LW for Katy Stephenson to action.

**4. PATIENT SURVEYS**

Only 37 have been received, and they include no adverse comments. Action – **IG will draft shorter version and circulate for comments; slips containing a link to the survey will be distributed on flu vaccine day at the surgery.**

## **5. REPORT FROM NETWORK MEETINGS etc.**

None – next meeting 28 June.

## **6. PRACTICE REPORT**

LS reported that the practice is thinking about how to move things forward, including changes to procedure in relation to occasions when face-to-face appointments are deemed to be appropriate without necessarily involving a prior telephone appointment. Changes to PPE guidance allow a bit more room for clinical judgement about risk factors. A new pharmacist, Lorraine Brammer, has arrived, and a new person undertaking housebound visits, Lorraine Hopkinson, as well as two 'social prescribers'. Ellie Gilbert is back from maternity leave. The practice has received no significant (in terms of procedures) complaints and lots of positive comments.

## **7. ANY OTHER BUSINESS**

NHS data sharing. The deadline date has been postponed until 1 September. There has been a lot of negative feedback over the lack of public consultation. The technical facility for data sharing to occur has to be turned on by the practice, and this has not yet occurred. **Action – KD will draft a document next week to be put on the website directing patients to relevant sources of information, and explaining how they can opt out.**

## **8. DATE AND TIME OF NEXT MEETING**

Informal (if required): 21 July 2021  
**Formal: 18 August 2021, 3pm**