



**Chatsworth Road Medical Centre  
Patient Participation Group  
Minutes of the Meeting held Wednesday 15<sup>th</sup> December 2021  
[Informal - Online (Zoom) meeting]**

**Present**

Ken Davis (Chair), Ian Fowkes, Ian Gerrard, Janet Portman, Dr Lucy Scriven, Lucie Wattam, Michele Young

**Apologies**

Alan Beasley, Jan Bird, Nick James, Lucie Wattam

The purposes of the informal meeting were to discuss the appeal to patients written by the PPG and the informal survey that Ian G had prepared and circulated; in addition the meeting discussed whether to support the 'End of Life' initiative being driven by Ian Anderson in conjunction with the Inspire Practice and Ashgate hospice.

**1. Appeal To Patients For Kindness And Understanding**

The GPs have reviewed the appeal prepared by Jan Bird with support from a few other members. Dr Scriven said there are a few changes that they want to make and that she would forward these amendments to Ken Davis. The meeting discussed the overall feel of the message and whether the balance was right. Most patients understand the position of the practice and are kind and courteous to staff. We do not want this majority feeling that they are being 'preached at'. For the few that are aggressive in their manner the practice has a zero tolerance policy and follows this through with personal letters. Therefore to just give patients an update on how the practice is coping and asking for their continued understanding and goodwill we will alter the wording a little. Once Dr Scriven has sent the amendments Ken will discuss with Jan to sort out the final changes.

**2. Special Survey To Find Out Patient's Views on Future Service Delivery.**

Ian's short survey has been reviewed by the GP's. The suggested changes and further ideas were discussed and Ian will incorporate into an amended version.

Tamsin will discuss with Katy how to deliver to a selected number of patients and when Ian has made the amendments we will start the survey in the new year.

**3. Discussion on the Initiative To Provide Additional End of Life Support.**

Ken outlined the initiative that Ian Anderson has been running and for which some documentation had been distributed.

The members had a number of concerns about offering the PPG's support to this. While the need is seen and real and the attempt to provide support is very laudable the members felt that the provision of the support should be from the NHS. The use of the excellent Ashgate Hospice has potential issues on funding 'mix ups' and the appeal for funds could confuse the situation in how Ashgate receives charitable

contributions.

The practice felt that it could not allow its channels to be used to advertise this as the practice is not allowed to show support for a charitable cause over other similar charities.

For these reasons and some general concerns the members felt that they could not support this initiative and asked Ken to write to Ian Anderson explaining the reasons.

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

The next meetings are January 20<sup>th</sup> 2022, this is currently scheduled as an informal meeting. February 16<sup>th</sup> is the next formal meeting. We may change these, we will decide early in the new year.