



Chatsworth Road Medical Centre
Patient Participation Group
Minutes of the Meeting held Wednesday 15 June 2022
[Online (Zoom) meeting]

Present

Ken Davis (Chair), Sarah Howes, Nick James, Dr Lucy Scriven, Lucie Wattam, Michele Young

Apologies

Jan Bird, Ian Fowkes, Ian Gerrard, Janet Portman

Sarah Howes was welcomed by the group.

1. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of 23 March 2022 were accepted by the meeting as an accurate record.

2. MATTERS ARISING not covered elsewhere on the agenda

None

3. PENDING ITEMS

None

4. PATIENT SURVEYS

IG has provided results, but the number of respondents is very small, so it is difficult to extrapolate anything meaningful from them. **Action – KD will contact IG to ask him to look at possible ways of pursuing the surveys**, including: paper copies available at reception desk (maybe in a somewhat glossier format?) for people to fill in at their leisure and bring in on their next visit; a slip at reception desk with a link so that people can fill it in online.

5. REPORT FROM NETWORK MEETINGS etc.

The Derbyshire-wide group tends to be one-way, i.e. information being provided rather than ideas/experiences being sought/shared, but this can still be useful. It is open to all PPG members. **Action – KD will circulate link to group members.**

6. PRACTICE REPORT

Dr Jenny North is no longer working at the practice.

Masks are no longer obligatory. There are more face-to-face appointments now, approaching 50%, and anyone who wants one gets one. The Red Hub at Ashgate is closing at the end of June. Patients suspected of having Covid will be asked to wait in their cars and be treated in the annexe by staff wearing FFP3 masks. Further restrictions are possible in future when numbers rise.

Flu clinics are expected to be run in September as usual, though the practice is unlikely to learn of any potential delays to vaccine availability before August.

Patient behaviour: there are fewer problems now.

Pharmacy Referral Scheme to be incentivised. Reception staff will be able to officially refer patients to the pharmacy, giving them more control over medication etc. for straightforward conditions. The details of the scheme are not yet known. There are concerns about the proposal that pharmacies will be able to make cancer referrals, as Dr Scriven suspects that cancer services may be swamped because of a low bar being applied.

7. ANY OTHER BUSINESS

i. PPG recruitment. **Action - KD will resend the 'Why Not Join' leaflet to group members. Please inform him of any suggestions for amendments by Wednesday 22 June.** The practice has put out a call asking for new members as part of the PPG Week initiative. The leaflet text can be circulated on the website in S40, and possibly at the St Thomas Centre, perhaps with the link for the survey. **Action – KD will draft a letter to Brookfield School which he will send to LW so that it can be sent from the practice, asking whether any pupils would like to join the PPG.**

ii. Social prescribing. The practice will have Karen Lawson in the building for this purpose every Friday. She will support carers as well as directly supporting patients. Patients can be referred to her by any member of staff. She starts with a phone chat and can then offer up to eight weeks input. The service will be publicised on Facebook. **Action – LW to check whether the service can also be publicised on the waiting room TV.**

iii. Corporate takeovers of GP practices. A recent *Panorama* programme, which members are recommended to watch, showed the revelations of an undercover reporter into a large chain of practices in London which have been taken over by a US corporation (Centene) to the detriment of patients' interests. Dr Scriven felt that a situation like this could arise where lack of recruitment of GPs leads them to feel that they have no other option than to sell. While such practices have not yet arisen in our area, we need to be alert to the risks. The CQC is responsible for ensuring proper delivery of GP services, though confidentiality issues mean that processes which pursue can be opaque from the point of view of those who raise issues.

iv. Menopause support group. SH suggested that such a group may be in patients' interests. It was generally agreed that this would be a useful project for the PPG to be involved in, maybe including provision of an information pack. **Action – SH will set out ideas, which KD will circulate to members.**

v. Ear health project. It was generally agreed that this should also be pursued as a project. **Action – MY will set out ideas, which KD will circulate to members.**

8. DATE AND TIME OF NEXT MEETING

Informal (if required): 20 July 2022, tba
Formal: 17 August 2022, 3.30pm