



**Chatsworth Road Medical Centre  
Patient Participation Group  
Minutes of the Meeting held Wednesday 17 August 2022  
[Online (Zoom) meeting]**

**Present**

Ken Davis (Chair), Ian Fowkes, Ian Gerrard, Sarah Howes, Nick James, Deborah King, Janet Portman, Dr Lucy Scriven, Lucie Wattam, Michele Young

**Apologies**

Brian Penk

Deborah King was welcomed by the group.

**1. MINUTES OF THE PREVIOUS MEETING**

The minutes of the meeting of 15 June 2022 were accepted by the meeting as an accurate record.

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

Menopause support. SH has created a short guide. **Action – KD will send to LS for her to review and comment on.**

**3. PENDING ITEMS**

PPG recruitment and awareness. Article has appeared in S40 and S41. The former is what led DK to join the group. **Action – KD to investigate whether the noticeboard opposite the practice (and other community noticeboards) can be accessed for publicity purposes.** LS has approached Brookfield regarding the possibility of student volunteers but has received no response. **Action – DK will write something brief for Nextdoor based on the Word document, and will send it to KD.**

**4. PATIENT SURVEYS**

The number of respondents to the online survey is very small. **Action – IG will liaise with LW and Katy Stephenson regarding the possibility of targeting 200 random patients via a text message with link. It will not be possible to action this until October (after the flu jabs), so the final version will be checked at the October PPG meeting with a view to being able to get it out shortly after this. IG will circulate to the PPG shortly before this.**

## 5. REPORT FROM NETWORK MEETINGS etc.

NHS England have created a 'PPG Energisers' Group'. KD has joined in the hope that this may provide an opportunity for PPG viewpoints to be expressed to NHS England. The next Derbyshire CCG Network Group meeting will be in September.

## 6. PRACTICE REPORT

Very busy, with massive pressure over the holiday period and ever-growing demand. The practice is being assisted by a locum GP, and has a new GP registrar, Dr Ellie Corso, who will have her own patients from next week. On the administrative side, Isabel Hogan started on Monday, Clair Wiltshier will start next Monday, and a new health care assistant, Sara Sheppard, will start on Tuesday. Health care assistants are able to deal with more chronic disease procedures than hitherto. This is all good, though it all involves training time. There are also two staff on long-term sick leave and one on maternity leave.

Mask wearing is obligatory again and is being strictly adhered to.

With regard to ways of relieving pressure, LS reported that while seeing pharmacists is ok, patients often get referred back to the practice anyway. Phone triage helps but is difficult to do when there is high demand on the phones. There have been a lot more patients reporting mental health issues since the pandemic. Support from the PPG with educating patients about who and when to ring would be helpful. Putting this kind of information on Nextdoor, Facebook and community noticeboards would help, with messages about self-referral being particularly welcome. **Action – MY, DK and KD will put some wording together for online and poster-type notes. They will send these to LS and LY for checking and approval, and then circulate.**

**Sincere thanks were expressed by the PPG on behalf of all patients for the very hard work of all the staff at the practice and the superb job they are doing under very stressful circumstances.**

## 7. ANY OTHER BUSINESS

i. Calendar of meetings: the 2021-22 calendar is still on the practice website. **Action – LW will ask Katy Stephenson to update it.**

ii. Zoom link for PPG meetings. **Action – NJ will include the link on agendas.**

iii. Ear health project. MY is still pursuing this. Awareness-raising about hearing loss and testing, outlining common issues and where advice is available would be helpful. **Action – MY will scope the project and gather appropriate material.**

## 8. DATE AND TIME OF NEXT MEETING

Informal: 21 September 2022, 3.30pm (covering actions in 6 and 7(iii) above)  
**Formal: 19 October 2022, 3.30pm**