**Chatsworth Road Medical Centre**

**Patient Participation Group**

**Minutes of formal meeting held on Wednesday 21st August 2024 at 3.30 pm, by Zoom**

**Present**: Dr Lucy Scriven, Ken Davis (Chair), Lucie Wattam (Practice Manager), Jan Bird (Secretary), Beverley Munoz-Pujol, Tracy Townend, Michele Young.

**Apologies**: James Bower, Lynn Brockwell-Ogley, Ian Fowkes, Ian Gerrard, Nigel Gregory, Victoria Siddall, Paul Thefaut

**New Members**

None to report.

**Minutes of Previous Meeting on 19 June 2024**

These were agreed as a correct record.

**Matters Arising from Meeting on 19 June 2024**

**Joined-Up-Care, information for GPs regarding secondary treatment:**

Ken has not had an opportunity yet to raise this at the ICB, but will keep it on the list to pursue at the next suitable meeting.

**Derbyshire Carers:**

Ken has written to Lisa Barker to let her know that the Practice will continue to signpost carers to Derbyshire Carers’ Association, as the primary source of support and advice.

**16+ Patient advice:**

Work is ongoing. It has been decided that whilst the document we received from the Suffolk practice is comprehensive, there is no need to replicate it for patients at this Practice.

There was a detailed discussion about what needs to be in any communication for 16+ patients. Dr Scriven outlined the key points which will need to be covered, and said she would be willing to record a video for YouTube, once a script had been agreed.

**ACTION: Beverley and Tracy to continue work on this**

**Peak Pharmacy:**

Ken has written to the Superintendent Pharmacist to thank them for the action taken to improve service at Peak Pharmacy.

There is still a 5 day turnaround for prescriptions to be processed at Peak Pharmacy for repeat prescriptions, so patients still need to allow around a week from requesting them via the Practice. Dr Scriven said that patients are routinely informed of this, although there is still some expectation that service will be quicker.

Prescriptions arising from an acute need are always expedited.

Michele has a leaflet from Peak Pharmacy which she will put up on the Practice noticeboard, to explain the current turnaround times. Patients who use Peak Pharmacy are encouraged to use their Text Message service, so that they can be informed when their prescriptions are ready to collect.

**ACTION: Ken to speak to Katie about further patient information on waiting times for prescriptions.**

**Home from Hospital/Low Level Support Scheme**

Beverley has confirmed with both speakers that they will be available for the September informal meeting. Liz Smith will speak on the Home from Hospital service, and Chloe Harrison will talk about the low level support scheme.

**Pending Items**

Nothing to report.

**Surveys**

Ken complimented Practice staff on the continued high level of satisfaction expressed in Friends and Family responses. There is inevitably the occasional negative comment, which is to be expected. If there is a specific complaint, patients should always go through the Practice complaints procedure so that it can be investigated. It is not appropriate to use the Friends and Family survey for formal complaints.

Ken said that it was always open to the PPG to do a specific survey, if Practice staff needed feedback on a particular issue. None were planned at present.

**Network Meetings**

There had been no PPG Network meetings in July. Ken had been unable to attend the recent Derbyshire Dialogue meeting, but there is a video record of meetings on YouTube.

**Practice Report**

**GPs “Work to Rule”:**

Dr Scriven explained that the Practice is not limiting patient access to GPs, but is supportive of other Practices doing what they feel is appropriate in their area. The Practice is concerned about the increased workload for GPs arising from the lack of follow-up appointments in secondary care, in particular for blood tests, which should be the responsibility of secondary care providers, and which are not covered within the GP contract.

Dr Scriven also emphasised that this action is NOT about pay, but about the need to ensure that General Practice is adequately funded to deliver the service required of GPs in the GP contract. If extra work is to be passed on to Primary care providers, it needs to be funded appropriately. This action is in contrast to the action taken by Junior Doctors, where the issue has been about pay.

**ACTION: Ken to draft a letter to the Secretary of State for Health, to express the PPGs’ concerns about the need to ensure Primary Care is funded adequately, to cover the workload expected of GPs.**

**Online Appointments:**

There have been fewer appointments available online in recent weeks, due to clinical staff absence because of sickness/annual leave. The Practice has been able to employ locum GPs to cover absences. Locum appointments are only available “on the day”, not online. Dr Scriven said that the Practice prioritises the employment of locums, to ensure that the continued high standard of patient care is maintained, even during regular staff absence for sickness or holiday.

The Practice also currently has a GP Registrar, Dr Martin, who brings clinical experience in orthopaedics, radiology and general surgery, obtained before joining General Practice.

**Planned practice extension:**

Dr Scriven said that the Practice has purchased a small plot of land adjacent to the carpark with a view to extending the clinical space available in the future. There are no works planned at present.

**2024 COVID and Flu Vaccinations:**

Lucie Wattam said that there is currently a plan to deliver flu vaccinations to eligible patients on Saturday 5 October, although this is still subject to confirmation. Details for the 2024 round of COVID vaccinations, which may be delivered to those eligible on the same day, are still being finalised nationally. Eligible patients will be notified as soon as possible when the position is clear.

The Practice had planned to carry out the flu vaccination clinic in September, but a change of date to 3 October onwards was recently mandated by NHS England. Because doses are ordered a year in advance, it is not possible to delay delivery of the full amount of vaccines, although the Practice has been able to postpone part of the delivery until nearer the new date. The Practice will now have the responsibility of ensuring safe storage of the vaccines to be received in September, in specialist refrigerators, including over weekends when the building is not routinely staffed.

The RSV vaccination will be given on Saturday 7th September.

**Any Other Business**

None to report.

**Date of Next Meetings**

The next meeting on Wednesday 18th September at 3.30 pm will be informal, and will include presentations on the Home from Hospital Scheme and the separate low level support scheme for patients. There will then be formal meetings in October and November. A decision on a meeting for December will be made in November.

Meeting closed.