**Chatsworth Road Medical Centre**

**Patient Participation Group**

**Minutes of informal meeting held on Wednesday 18th September 2024 at 3.30 pm, by Zoom**

**Present:**

Ken Davis (Chair), Jan Bird (Secretary), Lynn Brockwell-Ogley, Beverley Munoz-Pujol, Ian Fowkes, Liz Smith (Chesterfield Volunteer Centre).

**Apologies:**

James Bower, Ian Gerrard, Nigel Gregory, Tracy Townend, Michele Young.

**Home from Hospital Service**

Liz Smith, Home from Hospital Co-ordinator at Chesterfield Volunteer Centre, gave a short presentation on the service offered both to patients who have just come home from hospital, or those who need support to prevent hospital admission.

The service is funded by the NHS and a new 3 year round of funding was agreed in 2024, to cover 2 staff, under sub-contract from South Derbyshire CVS. Liz and her colleague Dave cover Chesterfield, NE Derbyshire and Bolsover, and provide, with the help of volunteers, practical support with shopping, post, bills, provision of temporary key safes, and signposting to paid-for services such as cleaning and laundry, or other voluntary groups and social clubs.

There is no waiting list, as clients are required to be contacted within 24 hours of returning from hospital, with practical support starting as soon as possible after that.

The most requested support services are shopping, and the provision of key safes, which enable people to come home from hospital sooner, as carers are able to access the home. The Home from Hospital service provides a temporary key safe, and signposts clients to paid handyman services through Derbyshire Trusted Trader, so that a permanent safe can then be fixed. Liz and Dave can also arrange for medication to be delivered by local pharmacies.

Two supermarket chains, Morrisons and Sainsbury’s, currently run a phone-in order service which clients can access after the six-week support period is finished. Older clients in particular can struggle with setting up online food deliveries.

**Action: Ken to check if the Londis store on Chatsworth Road still offers a phone-in order and delivery service for patients local to the Practice.**

Liz and Dave are supported by volunteers, but there are never enough, so they are stretched in terms of what they can do because of limited funds. They are also seeing increasing numbers of clients re-admitted to hospital because they have been discharged too early, which increases the workload.

Ken asked if there would be merit in raising the funding issues in general terms with the ICB at the next meeting, given their role in promoting joined-up care, in which voluntary services such as Home from Hospital play a key role. Liz said this would be helpful.

**Action: Ken to raise at an ICB meeting at a suitable future date.**

Those present thanked Liz for attending, and for the very useful information about the service. Liz will send the video and information leaflet to Ken, for circulation to PPG members. Liz is happy to be contacted by email if there are any follow-up questions.

**Update**: video received and circulated.

Low-level Support Service

There was no presentation from Chloe Harrison at the meeting, as she was unable to attend.

**Action: Beverley to contact Chloe, to check if she would be free to present at a future meeting.**

Matters Arising from the Informal Meeting on 15 May 2024

The Carers poster has not yet been published in S40, but should appear shortly. Virtual wards, where hospital care is delivered in the patient’s home or care facility, appear to be working well.

The issue of provision of further comprehensive anonymised data on the number of patients seen by the Practice, originally raised by Paul, has not yet been resolved.

**Action: Jan to include on the Agenda for the next formal meeting on 16 October 2024, when Practice staff will be present.**

Vaccinations

There is still some confusion about whether patients invited for the flu vaccination on Saturday 5th October, will also be offered a COVID vaccination. Text invites have only mentioned the flu vaccine.

**Update**: Ken has since checked with the Practice, and at the time of writing, they are still unable to confirm the position.

The RSV vaccine was offered to pregnant women and those aged 75-79, although it’s not clear why the older cohort was included.

**Update**: Following the meeting, Beverley provided some further information on RSV, which Ken has now circulated to PPG members.

16+ Patients - Video Script

Beverley and Tracy are working together on this, and will report at the next meeting.

**Action: Jan to include on the Agenda.**

Meeting closed.

**Our next meeting will be formal, on Wednesday 16 October, at 3.30 pm by Zoom.**