**Chatsworth Road Medical Centre**

**Patient Participation Group**

**Minutes of formal meeting held on Wednesday 16th October 2024 at 3.30 pm, by Zoom**

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

**Apologies**: James Bower, Lynn Brockwell-Ogley, Helena Featherstone, Ian Gerrard, Nigel Gregory, Paul Thefaut.

**New Members**

None to report.

**Minutes of Previous Meeting on 21st August 2024**

These were agreed as a correct record.

**Matters Arising from Meeting on 21st August 2024**

**Online appointments**

Ian Fowkes said that booking non-urgent appointments ahead of time had sometimes proved difficult, as very few appointments had been made available.

Lucie explained that the Practice has to strike a balance between appointments released online for future use, and appointments offered in person or on the phone, on the day. There also needs to be flexibility built in for GPs to book patients in for follow-up appointments. The Practice does not want to lose the capacity to offer “on the day” appointments where possible. Mondays are particularly busy, so fewer online appointments are released in advance. There is no control over the timing of the online appointment release, currently 12 midnight, as this is determined by SystmOnline. The number of online appointments is kept under constant review but, given the various pressures, it is difficult to get the balance right.

**Action: Lucie to raise this at a future Drs’ meeting to see if anything can be done to improve the availability of online appointments for non-urgent matters.**

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

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

**Prescriptions from Peak Pharmacy, Chatsworth Road**

Turnaround time for prescriptions is improving. Michele has put a poster up in the Practice waiting room, setting out information for patients about what to expect.

**Low Level Support Scheme for Chesterfield**

Liz Smith gave a presentation on the Home from Hospital service at the September informal meeting, but Chloe Harrison was unable to attend to talk about the low level support scheme. No discussion was possible about whether Chloe would like to attend a future meeting to explain this service.

**Action - Ken to ask Beverley whether Chloe could give her presentation in future.**

**Pending Items**

**16+ Patient Information**

Beverley and Tracy had put together a draft script for a video presentation by a clinician. There was a detailed discussion on the draft, including the suggestion that information on other services, eg CAMHS, could be included.

Tracy said that in drafting the script, she and Beverley had tried hard to focus on the key messages and to strip out unnecessary detail, because patients can be signposted to the NHS app, and the Practice website, to fill in any gaps. Beverley said that from her experience working with young people on video presentations, the maximum length should be 2 ½ minutes.

Dr Scriven said that the draft script put the points across well, and that it was important to encourage younger patients to download the NHS app, which is regularly updated, for consistent access to their records. This app also gives the ability to book appointments. Whilst the NHS app and SystmOnline have similar functionality, SystmOnline is not used universally by all medical practices, so young patients may find, for example, that a university medical practice is not part of the on line infrastructure. The NHS App can also be used for hospital appointments.

Ken expressed thanks on behalf of the PPG to Tracy and Beverley, for their hard work in putting this together.

**Action: Tracy and Beverley to finalise the script, based on our discussion, and to forward to the Practice.**

**Action: Dr Scriven to discuss with Practice GPs, to ensure they are happy with the wording before a video is recorded.**

**Letter to Secretary of State for Health**

Ken has redrafted this slightly to reflect Dr Scriven’s comments, and has sent it via Toby Perkins MP, so that he is aware of our concerns as constituents. Mr Perkins has been asked to forward it to the Secretary of State for a response.

**Surveys**

The level of satisfaction expressed in Friends and Family responses remains high. Dr Scriven said that Practice staff feel encouraged by the excellent feedback.

**Network Meetings**

The most recent Derbyshire Dialogue meeting had been cancelled, and the Co-ordinator has not been available, so it is not clear if the meetings will continue.

**Action: Ken and Michelle to review in November.**

Ken is due to attend the AGM of the National Association of Patient Participation Groups (NAPPG) in late November if he can. Subscription fees are likely to be doubled from £40 pa to £80 pa. Ken rarely forwards anything from NAPPG, and asked PPG members to think about whether it is worth re-joining, given the fee increase.

**Action: All PPG members - to discuss at November meeting.**

**Practice Report**

**Flu/COVID vaccine Clinic on 5 October**

Lucie said that the Saturday clinic had been extremely busy, with around 2,000 patients through the doors on the day, some for flu and COVID vaccinations, others just for the flu vaccine. The Practice had not been able to confirm the availability of the COVID vaccine until Thursday 3rd October, and had contacted as many people as possible via text. Letters inviting people to the flu clinic had gone out early to patients who are not contactable by text, but some patients had not received them until the clinic day.

**Action: Lucie to investigate the problem with dispatch of the letters, which had been issued by the Practice in good time.**

Practice staff felt that although busy, the day had gone well. Ken expressed thanks for the PPG to all staff, for such a smooth and efficient exercise.

Beverley asked if there was ever a need for volunteers to help on the day, as this could be something the PPG might help with. Lucie said that there may be a need in the future as demand increases year on year. She stressed that the day is used by the Practice as a team-building day, as it is one of the rare occasions when most, if not all, Practice staff are in the building together. Team members have defined roles on the day, and integrating patient volunteers into the mix might be difficult.

**Patient Demographics**

Paul had asked previously about the availability of anonymised data on patient numbers seen at the surgery.

Dr Scriven said that the Practice has a higher than (local) average of patients in the 65+ cohort, around 2,900, out of a current patient count of 9,716. That brings its own pressures not only with annual demand for flu and COVID vaccines, but also with the increased demand for GP appointments, and increasing complexity of conditions presented. Other local Practices, for example in areas with higher levels of deprivation, face different demands in terms of patient care.

**Did Not Attends**

Michele had noticed from the Practice Facebook page, that the DNA figures had almost doubled between August (52) and September (90).

**Action: Lucie to discuss with Katy**

**Registrar: Dr Martin**

Dr Martin is still at the surgery until the end of November.

**Any Other Business**

**ME Awareness**

Michele mentioned information packs from the ME Association being sent out to around 3,000 GP practices nationwide. Dr Scriven wasn’t aware that our Practice had received a pack, but said that clinical staff are well informed about the referral pathways for ME, and the COVID pandemic has heightened awareness of the clinical issues because of the crossover with Long Covid.

**Action: Michele to check with the ME Association to see whether our Practice was sent a pack.**

**Nick James**

Ken has been in touch with Nick, formerly the PPG Secretary, who is settling in well in his new home, and sends his best wishes to PPG members. Ken will pass on our good wishes to Nick in return.

**Date of Next Meeting (Formal)**

Wednesday 20th November at 3.30pm, by Zoom.

Meeting closed.