**Chatsworth Road Medical Centre
Patient Participation Group

Minutes of formal meeting held on Wednesday 20th November 2024 at 3.30 pm, by Zoom**

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

**Apologies**: Ian Fowkes, Ian Gerrard.

 **New Members**None to report.

**Minutes of Previous Meeting on 16th October 2024**

These were agreed as a correct record.

**Matters Arising from Meeting on 16th October 2024**

**Online appointments** Lucie said that there should now be more online appointments available. SystmOne had been linking patients with their registered GP only. This has now been corrected. Michele confirmed she had seen more available, when checking the daily release of appointments at midnight.

**Joined-Up-Care, information for GPs regarding secondary treatment**Ken will be raising this at the next patient participation network meeting.

**Prescriptions from Peak Pharmacy, Chatsworth Road**
Aside from being busy, the service continues to improve.

**Low Level Support Scheme for Chesterfield**Beverley explained that Chloe Harrison, who had been due to give a presentation, has left the service. Beverley will approach the service again and ask if someone would be available to speak to us at an informal meeting in the New Year.

**Pending Items**

**16+ Patient Information** There was further discussion about the best way to present this information to young patients, and it was decided that a short video, presented by a GP, was the best way forward. It is important to ensure that such a vital message is delivered with appropriate professional authority.

The PPG also discussed the possibility of a text message to alert parents to the video and ask them to encourage young people in the family to watch. Alerting young people by text could be problematic as some do not remember to update the surgery with new phone numbers. The text message would need to be carefully worded.

**Action: Tracy and Beverley to consider the best platform to take this forward and to report back in the New Year.**

**Letter to Secretary of State for Health** Ken has written again to Toby Perkins MP to ask for progress in replying to his earlier letter for the Secretary of State.

**Surveys**There had been a further excellent set of responses, a high number because of the flu and Covid clinics. Ken congratulated the Practice on behalf of the PPG for maintaining very high standards of patient satisfaction.  **Network Meetings**Ken had attended a Derbyshire Dialogue meeting on Urgent Emergency care and has since circulated the presentation. It had been a useful discussion, outlining the various levels of care (self-care, pharmacy, 111 service, GP Practice, 999). The PPG discussed whether a signposting poster for patients might be useful to confirm the various treatment options open to patients, to help guide them to the most appropriate level for their health issue. Dr Scriven felt this could be useful and highlighted the information already on the NHS website for Pharmacy First. Peak Pharmacy on Chatsworth Road takes part in this scheme, which enables the pharmacist to issue prescriptions for limited, specific conditions. There is also the Minor Eye Conditions Service (MECS), detailed on the Practice website, where patients can self-refer to Specsavers and Vision Express who can then refer patients directly to hospital if necessary. Dr Scriven said it was clear that patients are using the 111 service regularly as the Practice receives a lot of referral forms.  **Action: Ken to sketch out a first draft on treatment options, for review by the PPG.**Ken plans to attend the AGM of the National Association of Patient Participation Groups (NAPPG) in late November. Subscription fees are likely to be doubled from £40 pa to £80 pa. Membership could be worth continuing, Ken will report back after the meeting.

**Action: Ken to report back after the AGM on whether continued membership is beneficial.**Ken had also attended the National PPG Champions meeting where there had been a discussion about patient diversity, in particular whether PPGs should seek patient representatives with a broad range of health conditions so that membership reflected the demographics of illness locally. Carol Knock had suggested that the PPG submit an article to S40 Magazine, to highlight the work of the PPG with a view to encouraging a wider membership. The PPG also discussed Beverley’s suggestion of hosting a closed Facebook group, where patients could contribute ideas even if they were unable to attend meetings. This would need careful moderation to ensure that it was not used for complaints against the Practice, for which there is a specific channel.  **Action: Ken to speak to Paul at S40 about an article.

Practice Report**Little to report - the Practice is advertising for a receptionist to cover maternity leave.  **Any Other Business**Beverley has a contact who can give a presentation on various online and telephone scams which are on the increase, for example, those informing people that they may be eligible for cost-of-living support. The PPG agreed this would be very useful and should be at an informal meeting where patients could attend online if they wish. **Action: Beverley to arrange for an informal meeting in the New Year

ME Awareness**Michele had spoken to the ME Association who were not able to confirm if an awareness pack had been sent to the Practice. She has arranged for the Practice to receive a quarterly magazine on ME.

**2025 Meeting Dates**Jan had circulated a list of dates for 2025. These may be subject to change from April 2025 onwards, as the schedule for QUEST meetings will not be released until March.  **Date of Next Meeting (Formal)**Wednesday 22nd January 2025, at 3.30 pm by Zoom. Meeting closed.