**Chatsworth Road Medical Centre**

**Patient Participation Group**

**Minutes of Formal meeting held on Wednesday 21st May 2025, by Zoom**

**Present:** Dr Lucy Scriven, Ken Davis, Lucie Wattam, Jan Bird, James Bower, Beverley Munoz-Pujol, Tracy Townend, Michele Young

**Apologies:**Lynn Brockwell-Ogley, Ian Fowkes, Ian Gerrard, Paul Thefaut

**Minutes of Previous Formal Meeting on 19 February 2025**: These were agreed as a correct record.

**Membership:** No new members to report. Ken and Michele agreed to update the membership poster in Reception with summer flowers. The QR code linking to the PPG page on the Practice website needs further thought. Ian Fowkes is unable to attend meetings in person at present, and will keep in touch with the PPG via the virtual network.

**Matters Arising:**

**16+ Patient Information:** Following the decision not to issue a video, the agreed wording now needs to be put on the Practice website. Dr Scriven asked Tracy to ensure that the wording includes a recommendation to download the NHS App. The Practice already contacts patients approaching their 16th birthday to notify them of the changes to access to their medical records, and the text to be sent out, can include a link to this information for both patients and their parents/carers.

**Action:** **Tracy to check that the wording includes a reference to downloading the NHS App, and to pass to Katy, via the CRMC email, for inclusion on the Practice website.**

**Action: Katy to check that the text fully matches the surgery processes**

**Action: Lucie and Katy to discuss the best way to include this information in texts to patients approaching their 16th birthday.**

**Future Presentations:**  Since the meeting, Bev has heard from the Low Level Support Service, who are free to present to us at our July meeting.

**Treatment Options:** Ken has prepared a draft to put on the Practice website outlining the various treatment options available to patients. It was agreed to publish this on Facebook at a later date, following a discussion about how best to proceed with Facebook (see AOB).

**Action: Jan to check the NHS Website “Pharmacy First” page to clarify the conditions treated by pharmacies, in particular UTIs.**

**Pending items:** None recorded.

**Surveys:** Another set of excellent Friends and Family responses had been received by the Practice. Dr Scriven said that it was very encouraging for all staff to receive such positive feedback, and that the responses were also useful for personal appraisal, so it is useful when patients leave the name of the clinician or administrator, alongside positive comments. There will always be occasional negative comments. The current patient count is 9,788, of which around one third are over 65.

**Reports from Network meetings:** Ken and Michele had attended the latest Derbyshire Dialogue meeting. Ken will forward the notes when received. There had been a discussion on the use of AI technology. It needs to meet the needs of clinicians, and it is clear that one platform does not suit every practice. Our practice has been trialing HEIDI, which clinicians found very helpful. It is important that the ICB can support practices to find systems which support their particular ways of working.

**Practice Report:** Maternity leave cover has been arranged for one member of the Admin team, and a new Pharmacist will be starting with the Practice in June.

There has been some progress on the plans for extending the Practice, although not as much as described in recent media reports. Work is planned in two phases, the first of which is internal room reorganisation, to optimise the existing space. In the longer term, there will be an extension to the building, to provide more clinical space, and the installation of a lift to the first floor. Funding has been agreed in principle for the first phase, but at the time of writing, no tenders have been let. Toby Perkins MP has been in touch, and Dr Scriven has sent an interim response to say that the Practice will be in touch again when things are clearer.

**Any Other Business:** James reported that a scam had been identified at Chesterfield Royal Hospital, with people being asked if they would like to pay for car parking using manually operated card machines.

Bev asked if detailed information on **antibiotic resistance**, and the **dangers of ticks,** would be useful for sharing on Facebook, and on the website. Both are available from her work contacts in public health. All agreed this would be very useful to publish. Dr Scriven said that the Practice has a good record on antibiotic guardianship, but it is always useful to ensure that patients are fully informed as to why antibiotics are not routinely prescribed.

**Action: Bev to source**

Further to the discussion at the AGM about a **dedicated Facebook page** for the PPG, Ken will speak to Katy about how best to take this forward. It is vital that any new page does NOT become a forum for complaints, as there is a dedicated procedure in place.

**Action: Ken to speak to Katy**

There being no further business, the meeting was closed.

Our next Meeting will be informal, on Wednesday 18th June 2025 at 3.30 pm by Zoom.