**Chatsworth Road Medical Centre**

**Patient Participation Group  
Minutes of Formal Meeting held on Wednesday 16th July 2025, by Zoom**

**Present:** Dr Lucy Scriven, Ken Davis, Tamsin Jones, Jan Bird, Ian Gerrard, Beverley Munoz-Pujol, Paul Thefaut, Tracy Townend, Michele Young, Emma Johnson (CAB Mid Mercia) (part).

**Apologies:** Lucie Wattam,James Bower, Lynn Brockwell-Ogley, Ian Fowkes, Helena Featherstone.

All members of the PPG welcomed back Ian Gerrard, after a long absence through illness and caring responsibilities.

Presentation on Low Level Support Service

Emma Johnson from Mid Mercia CAB, Service Manager for the **Low Level Support Service,** gave the PPG a presentation on the work of the service.

The service covers all areas of Derbyshire except Derby City. There are 2 support workers per district, supporting clients in all housing tenures to remain independent, to help them ensure they have a safe home that meets their needs, and to ensure they are receiving any financial assistance they may be entitled to. There is also a focus on ensuring that needs do not escalate. Help is available for such things as online referrals for talking therapies, form filling for obtaining benefits or registering for social housing, or applying for housing adaptations such as grab rails. Support workers will also meet clients attending groups, to ensure they are welcomed and feel safe. Support is available for couples or individuals, and for those with long term physical or mental health conditions. There are links with social prescribing, with joint working wherever possible, sharing tasks to ensure the best possible outcome for the client.

Initial help is for up to 12 weeks, with the option to extend if necessary. There is a follow up phone call, and the service can be accessed more than once. Anyone (family member, GP, social worker, carer, etc) can make a referral, **with the permission of the person needing support.** Clients may also self refer.

Emma shared a case study of a client on a low income, living in poor conditions with sight and hearing problems. The client reported feeling isolated, unsafe, and alone. The service supported her to obtain necessary home adaptations, to apply for mobility allowance and a reduction in council tax, and for help with energy costs. As a result, the client is living more safely, has an increased income, and reports feeling safer and less isolated. Her property is also now much safer as a result of adaptations, and she is able to access her garden space.

Ways to refer: by phone, email, or through the service’s website. Between April 2024 and March 2025, 1,354 referrals were made across Derbyshire, with over 1,000 clients actively supported. The busiest areas are currently South Derbyshire, NE Derbyshire, and Chesterfield.

Ken asked Emma if her unit liaised with Social Prescribing to ensure suitable coordination and avoiding duplication. Emma said they try to make sure this integration works.

The PPG thanked Emma for joining us, and for providing such a valuable insight into the work of the Service. Emma has since sent her presentation and flyers through to Jan, to circulate to the PPG, and welcomes any further questions from the PPG by email.

**Action: Jan to circulate.**

**Action:** **Dr Scriven to discuss with the Practice Admin team how best to advertise the service to patients and their carers (for example on the Practice website).**

Minutes of Previous Formal Meeting on 21st May 2025

Agreed as a correct record.   
Proposed for acceptance by Michele and seconded by Tracy.

Membership

No new members to report.

**Action: Ken and Michele to discuss possible S40 article, to encourage new members.**

Matters Arising

**16+Patient Information:** Tracy has confirmed that the information for publication includes promoting the NHS App. It should now be ready for publication on the Practice website. Ken thanked PPG members for all the work done to get this information ready.

**Actions: Tracy to check the Practice website. Ken to discuss the issue onto a Facebook page with Katy.**

**Treatment Options:** Ken has prepared an information sheet. One detail remained to be clarified on pharmacy treatment of UTIs. Tamsin confirmed that pharmacies are able to treat UTIs for women aged 16-64, but not for men at all. The paper needs to reflect this before publication (format still to be decided).

**Action: Ken and Jan to finalise the text**

**Dangers of Ticks:** Michele has put the information supplied by Bev, on the Practice noticeboard. This again could be published on-line.

Surveys

Ken congratulated the Practice on another set of excellent “Friends and Family” responses. He praised reception staff for being so helpful, and knowledgeable. Michele had recently witnessed one reception team member being especially kind and gentle with a patient.

**Tamsin will pass on the positive comments to team members.**

GP practices are now faced with a “funding cap”, imposed by the ICB, on the number of SMS messages which can be sent out. Any messages sent out above the cap will be chargeable to the Practice, which will mean money taken from other budget areas. It remains to be seen whether this might affect the number of messages about the Friends and Family test, and therefore the number of responses received.

Reports from Network Groups

Michele had attended the PPG Network Group meeting, and Derbyshire Dialogue. There was a discussion about **dentistry,** and more NHS appointments are now being made available. Tamsin said that the Practice is frequently asked by patients if GPs can treat dental problems. The answer is always “no”, as NHS primary care is not funded to manage dental care. Patients requesting this are always redirected towards dental surgeries. This is time-consuming for reception staff. Increased availability of NHS dental appointments will hopefully reduce requests for GPs to treat dental issues.

The PPG also discussed supporting more patients to embrace digital healthcare. Bev mentioned a leaflet, produced by the Good Things Foundation, which aims to reassure those who find it difficult to trust digital healthcare. There is also an online discussion on 29 July, hosted by Emma Delaney, about the NHS App. Ken is attending, and will pass the details to Bev in case she is not able to attend.

**Action: Ken and Bev to exchange information and decide how both these streams of work can support patients unsure of digital access, particularly the NHS App.**

Practice Report

There has been no further progress on confirmation of funding for improvement works. The staff carpark will, however, be closed on Wednesday 23rd July for the relocation of the telegraph pole.

A new pharmacist, Sam, has joined the Practice. He is highly experienced, and works Monday-Thursday. He is available to do such tasks as medicine reviews, and to arrange post-hospital discharge medication. He can also advise on alternatives when a prescribed medication is not available at the pharmacy.

Dr Scriven said that there are increasing issues with particular medications being in short supply or unavailable, which is creating additional work for the Practice, as pharmacies do not always advise which alternatives are available.

Any Other Business

**NHS Ten Year Plan:** This has now been published, but appears not to cover plans to reform social care.

**Action: Ken to circulate any further information he receives.**

**Social prescribing:** Ken has been in touch with Rob Pilmore, who is researching the effectiveness of social prescribing on clients’ health and wellbeing, and attempting to evaluate savings to the NHS. There is clearly a crossover between social prescribing, and the work done by the Low Level Support Team (see above).

**Action: Ken to speak to Rob about Emma’s presentation.**

**Live Life Better Derbyshire:** Bev reported that they are concentrating resources into smoking cessation and weight management. She will approach them, to ask if they could present to us at our informal meeting on 22nd October.

**Action: Bev**

**September Formal Meeting:** it may be necessary to change the date of the September meeting. Tamsin will speak to Lucie on her return from annual leave, and confirm.

**Action: Tamsin**

There being no other business, the meeting closed at 5.00 pm.

Next Meeting: Informal, to be confirmed.