

Chatsworth Road Medical Centre

Patient Participation Group

Minutes of the Meeting held Wednesday 16th January 2019

**Present**

Ken Davis (Chair), Ian Gerrard, Dr Lucy Scriven, Janet Portman, Michele Young,

**Apologies**

Alan Beasley, Frances Little, Richard Matthews, Elizabeth Edley, Lucie Wattam, Matthew Drennan, Nick James

1. **MINUTES OF THE PREVIOUS MEETING**

The minutes of the meeting of 21 November 2018 were accepted (proposed IG; seconded MY).

1. **MATTERS ARISING**

1. Stroke Centre: information leaflets are in hand. The Centre is progressing with the registration to claim Gift Aid on donations. Action **– IG will arrange for the informal PPG meeting of 15th May 2019 to be held at the Centre** (this will enable AB to attend, and also for PPG members who have not already done so to view the facility).

1. **FUTURE CALENDAR OF EVENTS/VISITS/AREAS OF INTEREST**

Mental Health Project. It was agreed that another presentation on dementia would be useful. **Action – Ken will arrange an informal meeting on the subject with Sam Bullimore, he will check dates with Ian G, Ian F and Elizabeth E and also invite Wendy Blunt. This will probably be the July informal meeting.**

Younger patients’ representation on PPG.There is a new(ish) acting headteacher atBrookfield School. **Action – Ken did approach the headteacher’s PA regarding the possibility of asking for new sixth formers to join the PPG. He has heard nothing, we will delay this for some months.**

Ashgate Hospice. The Hospice would like feedback from PPGs on the range of services provided. It was felt that it would be helpful for a representative to give a talk at an informal PPG meeting. **Action – Ken did invite the Hospice and a speaker will attend the February 2019 informal meeting at 5.00.**

1. **SURVEYS**

Surveys are not completed in December through February. We are working on more comprehensive analysis of the results using EXCEL.

* Waiting times: people would like to know when their doctor/nurse is running late. Information on delays does appear in the scrollbar on the screen, but this relies on the receptionist telling Sam or Oliver. **Action – Lucie W will investigate whether an automatic alert can appear on the screen. This cannot, however, be done automatically, staff attempt to update this when possible.**

Results will be reported on the Practice website after full analysis. **Action – Lucie W will insert item on website confirming that we are undertaking regular surveys. She will also bring the PPG minutes up-to-date on the website.**

1. **ONGOING PROJECTS AND PRIORITIES**

The Mental Health Guidance document has been completed and the meeting congratulated Ian on the quality of the guide. Ian will add the support organisations. We agreed on an A5 format with perhaps 8 pages. **Action - Ian will send masters to Dr Scriven who will ask her son to format into an A5 document. When we have produced a prototype that we can sign off we will produce versions and put them in a dedicated stand in the waiting room. Dr Scriven will take this to her colleagues with the intention of having this information placed on the practice website.**

* Possible future projects were discussed and the following list agreed:
* Heart Care Information Update – to concentrate on information for women. Action - Janet P to collate information
* Support Information on Eye Care & Eye Health – we will try to get an optometrist from Wheatbridge to visit us and provide guidance – Action IG.
* Carers of Patients With Disabilities the development of a general signpost document to point patients and carers at prime places for help. This needs further discussion and agreement.
* Information for carers: information can be obtained via Derbyshire Carers Association, and carers can also be directed to NHS Choices

1. **REPORTS FROM NETWORK GROUP / STAKEHOLDER MEETINGS**

Ken & Michele updated the Group on the Network Group meeting of 9th.

It was agreed that we will publish The Cancer Safe Information – Action – Ken to follow this through with Hannah Sharpe and get electronic copies of the information.

A discussion took place on the general CCG and primary care position provided by Marie Scouse.

**Action – Dr Scriven will check to see that the new Wound Clinic system using Walton is in place and will ask the PPG to take up any remaining issues with the CCG via the Network Group.**

1. **PUBLICITY**

Michele has reviewed the website which is much improved and will tell Sam about some small changes (Note – Completed after meeting).

Ian expressed some concern that all our efforts on getting the notice board up to date is hard work given that so few patients look at it. However it was agreed that we will keep this up to date and patients do take our information guides.

We will publicise the outcomes of the Mental Health project.

1. **PRACTICE REPORT**

Dr Scriven explained about the Quality Outcome Framework (QOF) work that the patners are having to complete to follow through some patients’ cases. This is a large amount of work but is a necessary part of maintaining our ‘Excellent’ performance level.

The Care Quality Commission have started new inspections so we are likely to be inspected in the next 12 months.

* New phone system: LW is in touch with the phone company, who are looking at solutions. Some patients are being charged for ‘call back later’ responses (calls which would previously have resulted in an ‘engaged’ signal).

1. **ANY OTHER BUSINESS**

Ian reported on his extra-special examination by the Practice pharmacist and because of his completion of this thorough examination was awarded ‘Patient of the Day’ by Dr Scriven.

1. **DATE AND TIME OF NEXT MEETING**

**Wednesday 20th February, 5pm – Rebecca Chambers & Sarah Palcott**

**- Guest Speakers from Ashgate Hospice.**