**CHATSWORTH ROAD MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP**

**MINUTES OF MEETING ON 17 JANUARY 2024 AT 3.30 PM**

Present: Dr Lucy Scriven, Ken Davis (Chair), Lucie Whattam (Practice Manager), Jan Bird (Secretary), Nick James, Tracy Townend, Beverley Munoz-Pujol, Paul Thefault, Janet Portman, Michelle Young, Nigel Gregory, James Bower.

Apologies: Ian Gerrard

**INTRODUCTIONS**

Ken introduced and welcomed new members Tracy Townend and Beverley Munoz-Pujol.

**MINUTES OF THE LAST MEETING**

Agreed as a correct record.

**MATTERS ARISING**

**Healthwatch survey**

This had been received.

**ACTION:** **Lucie to forward to Ken**.

Friends and Family Survey continues to give us a good indication of patient opinion on the practice. It would be surprising if the Healthwatch survey showed anything different.

**Did Not Attend**

Ken had undertaken to do a Facebook post, but Facebook is not always a reliable platform.

**ACTION: Review whether to put on to PPG page**

**PENDING ITEMS**

**Surveys**

Ken conveyed thanks from the PPG to the Practice for another set of superb responses to the Friends and Family Surveys, and for continued exceptional care and attention to patients. The overwhelming majority of patients are very satisfied with the practice.

Dr Scriven said that responses were across the board, from reception staff to clinicians, which is welcome. Occasional negative comments are to be expected and are always followed through if a theme is detected.

The Friends and Family survey, whilst giving a good picture of patient satisfaction, doesn’t allow us to “dig down” into particular issues in the way face to face surveys allow.

Targeted views would be helpful if the practice were to introduce new ways of providing services in the future. At present, work is being done on codifying patient appointments which is taking up administrative time.

**GP Improvement Scheme funding**

Paul asked if the practice had been able to tap into the NHS England funding pot on GP improvement. Dr Scriven said that whilst there had been some increased pharmacy support, the practice was limited by space constraints from bringing in more clinical help.

The Derbyshire wide Integrated Care Board has been talking about improving GP access for practices which aren’t as up to date as Chatsworth Road in respect of technology. Ken has been pressing them to target resources in that direction. Funding is subject to terms and conditions which tie practices to certain companies, when another might meet the specific needs of a practice better.

Chatsworth Road tends to be proactive and the practice has funded improvements from its own budget. Other practices which lag behind have received funding. This can have knock-on effects for other patient services.

**ACTION**: **Ken and Michelle to ask at the next PPG Network meeting if the practice can be reimbursed for what has been spent up front, and will emphasise the effect on patient care**.

**Reports from Network Meetings**

Ken has distributed information about a PPG Champions Group, as part of the NHS Community Engagement Strategy. It has around 30-40 Chairs of local PPGs. Not truly representative of the national picture from a PPG perspective. There are guides and work packs to enable new PPGs setting up, and to support those which, unlike CRMC, have not been supported sufficiently by their practices.

**Action: Ken to continue to feed back what we do, and what works for us.**

**Young people’s participation in the PPG**

Brookfield School’s Headteacher had been contacted in November to ask if students would be interested in joining the PPG. No reply to date. Previous student members of the PPG had been very keen.

Tracy said that a good way to engage young people was to emphasise the benefits for them of joining the PPG, particularly if they are considering medicine as a career. Approaching parents through the school might also work well. Beverley suggested that health and social care students at Chesterfield College might also be approached.

**ACTION: Tracy and Beverley to pursue this through their contacts.**

The PPG discussed a document circulated from a practice in Woodbridge, Suffolk, aimed at patients of 16 and over.

It was agreed that whilst it had good points, and was strong in signposting to appropriate services, it would need adapting if we were to replicate it for our younger patients, and would need to focus particularly on what happens to healthcare at 16. It might be useful to have a targeted survey of younger patients, asking what it would have been useful for them to know, so that information could be sent out to patients on their 16th birthday.

All agreed that we should start a project to adapt the document for the practice’s younger patients. This could be an ideal “hook” to encourage more school and college involvement.

**ACTION:** **Ken to contact the PPG Chair for the relevant practice to ask for a Word template, which we can adapt for our own use.**

**Gender Dysphoria**

Janet asked about information available to young patients and their parents. Dr Scriven said it was now discussed in school curricula. Clinicians have links they can signpost for young patients who visit their GP to discuss, and always encourage young patients to have open conversations with family members wherever possible.

Paul said that this issue comes under Specialised Commissioning, and he was willing to see what information was available.

**ACTION: Janet to sketch out a list of bullet points on what might usefully be displayed for young patients and their parents/carers.**

**ACTION: Paul to search available information from Specialised Commissioning**.

**PRACTICE REPORT**

**Additional GP cover**

A new GP Registrar, Dr Rowena Wade, will be joining the practice for around six months, from late January, working Mondays and Tuesdays. There are also two locum GPs on call for when they are needed throughout the year.

**New Phone system**

New call back facility is working well. Only one attempt is made to contact patients requesting this service. New messaging is also in place to indicate when the practice is at full capacity.

**Reception staff**

A patient has complimented the receptionist on duty for her professionalism when dealing with another patient who became abusive, having arrived late for an appointment.

**ANY OTHER BUSINESS**

**COVID 19/Flu**

There had been an increase in cases in the weeks leading up to Christmas, and some staff had been affected, but this is now tailing off**.**

**“Hidden Disabilities”**

Michelle had attended a Hidden Disabilities event in November, hosted by Chesterfield Equality and Diversity Forum. It was worthwhile and included presentations from individuals with varying conditions, including CFS and those suffering from a loss of taste or smell.

**ACTION:** Michelle to obtain contact details from Helen Rhodes, for patients suffering from missing senses.

**Nick James – last meeting**

Nick is moving on, and this is his last meeting of the PPG. All the group wished Nick well for his move and offered sincere thanks for all his work for the PPG.

**Carers**

Beverley asked if there was any specific work on carers within the PPG, as she has a special interest in this area and is very willing to help raise their profile.

**ACTION**: **Beverley to speak at the next meeting.**

**DATE OF NEXT MEETING:**

**Wednesday 21 February at 3.30 pm via Zoom**