**Chatsworth Road Medical Centre**

**Patient Participation Group**

Notes of informal meeting held by Zoom on Wednesday 17 April 2024, at 3.30 pm.

**Present**: Ken Davis (Chair), Jan Bird (Secretary), Ian Fowkes , Martin Barrett, Beverley Munoz-Pujol, Paul Thefaut, Nigel Gregory, Tracy Townend, James Bower, Michele Young

**Apologies**: Janet Portman, Helena Featherstone

Ken welcomed Martin Barrett as a new member to the group and gave a brief outline of the recent presentation by Derbyshire Carers Association which has prompted further work to identify carers who are patients of the practice. Both the Association, and Dr Lucy Scriven at the Practice, have said that the most useful thing the PPG could do would be to encourage carers not yet registered, to make contact with the Practice so that their needs as both patients and carers can be better met.

**All agreed** that the PPG should pursue this and explore ways to support and encourage carer registration with the Practice.

Alongside the digital means of communicating with patients, such as the Facebook page and the Practice website, there are also the TV screens in the waiting room which can be programmed to display a message from the Practice, which may be more accessible and obvious than a notice pinned to the noticeboard.

Paul suggested that the NHS app might also be used to send out messages from the Practice and that it might also be useful to use other healthcare environments e.g. the Royal Hospital to advertise what the PPG is doing to support carer registration.

**Action**: Ken to explore the possibility of using the NHS App with Lucie Wattam.

**Action**: Ken and Michele to raise this project at the next Derbyshire-wide PPG meeting on joined up care, to see if there is wider interest and support in their taking this forward for other practices.

Beverley also suggested that a poster may be more effective on the inside of the Patient bathroom door, if the Practice staff were agreeable. She also suggested asking Peak Pharmacy if they would be willing to display a poster asking unregistered carers to register with the surgery and asking local community groups within the Practice catchment area for their help in publicity.

Beverley also asked if the Practice would be able to host Carers’ events. Ken said that due to space pressures and staff commitments, this would prove difficult, but it might be possible to hold them at a local venue, for example St Thomas’ Church. It would require some input and time commitment from PPG members and might have to be done with support from Derbyshire Carers Association.

Martin stressed the importance of defining what a carer is - many people may not consider themselves carers so will not have registered with the Practice. Carers may also be children or elderly people, something identified by Derbyshire Carers Association who have registered carers aged between 5 and 98.

Beverley referred to the Association’s work in High Peak, on a pilot project with local surgeries on carer awareness training. Ken said that at Chatsworth Road, the principles were already embedded in GP practice, but it would be worthwhile asking if, for example, practice nurses and phlebotomists were similarly proactive in respect of patients they know to be carers, but who have not registered with the Practice.

**Action:** Jan to draft an initial poster/list of things to consider and circulate to the group.

**Action**: Ken to get in touch with Lisa Barker from Derbyshire Carers to let her know that the PPG is working on a project to encourage more carer registration with the Practice, with full support from Dr Scriven, and that there may be scope for us to widen our work on this later.

**Addendum**: Chatsworth Dental Practice on Chatsworth Road now has a screen in its waiting room. Jan has confirmed with the practice receptionist that it can be used to display local information. The St Thomas Centre also has screens in the cafe. Both venues could provide an opportunity to display our carers message, if respective managers are agreeable.

**Action:** Approach practice manager at Chatsworth Dental Practice, and St Thomas Centre manager, once our poster text is agreed.

**Next Meeting will be the AGM, to be held on Wednesday 15th May 2024 at 3.30 pm by Zoom.**