**Chatsworth Road Medical Centre**

**Patient Participation Group**

**Minutes of Formal Meeting held on Wednesday 19th February 2025 at 3.30 pm, by Zoom**

**Present**: Ken Davis, Lucie Wattam, Tamsin Jones, Jan Bird, James Bower, Ian Fowkes, Paul Thefaut (part), Tracy Townend, Michele Young

**Apologies**: Dr Lucy Scriven, Lynn Brockwell-Ogley, Helena Featherstone, Ian Gerrard, Victoria Siddall

**New Members** None to report. Michele and Ken will put together a poster for the noticeboard with a spring theme, to try to encourage new members. There is also the option of an article in S40. **Action – KD/MY**

**Minutes of Previous Meeting on 20th November 2024.** These were agreed as a correct record.

**Matters Arising from Meeting on 20th November 2024**

**16+ patient information:** Tracy has been in contact with Dr Scriven, who has made an initial video, and wants to refine it. The group discussed in detail how best to notify patients on their 16th birthday of the changes to access, including whether a “happy birthday” text message might be appropriate and achievable. Lucie said that there are challenges around the availability of current mobile numbers for patients in this cohort. Tamsin explained that on a patient’s 16th birthday, proxy access for parents is, by default, removed from the young patient’s records, so there will no longer be a contact phone number on the system, unless the young patient themselves provides one.

Tracy commented that it was important not to lose sight of the key message for 16+ patients around changes to records access, and given the challenges of messaging individual patients, it might be preferable and reach more young patients, to post a generic message on Facebook, the practice website, and the practice noticeboard.

**Action: Tracy to follow up further with Dr Scriven and Tamsin**.

**Joined-Up-Care, information for GPs regarding secondary treatment:** carried forward to the next meeting. **Action - Ken to prepare a draft**

**Medication: Tablet size/colour changes:** Changes in branding can cause problems for some elderly patients and those with memory problems. The group discussed whether an approach to the Superintendent Pharmacist might be helpful, and concluded that, because Peak Pharmacy is restricted by which suppliers it can use, it would not be worthwhile. Independent pharmacies have more freedom in where they source their medication.

**Presentations:** carried forward to the next meeting.

**Pending Items**

**Letter to Secretary of State for Health:** Ken will write to the Secretary of State for health to follow up the issue of GP funding. Earlier contact with Toby Perkins MP has not yielded a satisfactory response.

**Surveys**

Ken congratulated the Practice on another excellent set of “Friends and Family” results. Michele commented on a recent visit to the surgery, where she had witnessed one of the reception team demonstrating exceptional kindness and patience with an elderly patient. Lucie will pass this compliment to the relevant team member. Ken also recounted that on meeting new clinical staff, they often remark on how valued they feel as part of the practice. Lucie said that there is a culture of being open about mistakes, using them as a learning tool, which helps the practice to constantly improve patient care.

**Network Meetings**

Michele had attended a Derbyshire Dialogue meeting on “Fairer Health for All”, and it was clear that different parts of Derbyshire face different challenges on access to healthcare, including for example transport to medical appointments. Full details are on the Derbyshire Dialogue Engagement Platform.

Ken had sent round notes from the NHS 10 Year Plan workshop at the end of January. It is hoped that all the feedback from such meetings is passed up the line, and used for NHS planning going forward.

**Action: Ken to chase up at the next PPG Champions meeting.**

**Practice Report**

**AI System trial:** The practice has been trialling a new AI system, “Heidi”, which assists with consultations, report/letter writing and diagnosis if required. Dr Riches and Dr Galley have tested the system on a 7 day trial, and are very impressed with the results. The system shows real benefits in terms of time saved for GPs, by recording consultations, and producing a comprehensive report, as well as drafting referral letters if needed. Another 30 day trial has been agreed, which gives access to further functions. It is fully GDPR compliant and approved by the NHS. Patients can request to opt out of the system if they wish, and a note is made on patients’ records to reflect this.

**Pharmacist:** The practice pharmacist, Ana, has now left, and a new pharmacist should be in post in April. There is locum cover at present. Practice pharmacists concentrate on contact with patients, for example on medicine reviews or hospital discharge medication, and it is a valuable support for the practice, as it helps free up GP time.

Any Other Business

Michele pointed out that the Practice website still shows an old photo of PPG members who attended a “Dementia Friends” training session.

**Action: Practice to arrange for it to be deleted.**

**Date of Next Meeting (Informal)**

Wednesday 19th March 2025 at 3.30 pm by Zoom.

Meeting closed.