**Chatsworth Road Medical Centre**

**Patient Participation Group
Minutes of Formal Meeting held on Wednesday 17th September 2025, by Zoom**

**Present:** Dr Lucy Scriven, Ken Davis, Lucie Wattam, Tracy Townend, Michele Young,

**Apologies:** James Bower, Lynn Brockwell-Ogley,

There were very few members present but the meeting was held as normal.

Presentation on Low Level Support Service

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

Minutes of Previous Formal Meeting on 16th July 2025

Agreed as a correct record.

Membership

No new members to report. The lack of members and the lack of attendance is a big concern. Those present discussed potential ways of improving the membership numbers. A number of ‘marketing points’ were defined.

**Actions –**

**Michele and Ken will refine these in a meeting on Thursday 18th.**

**Lucie will look at how we can display these to patients on ‘Flu Saturday’**

**Tracy will see if we can use the Volunteers Centre in Chesterfield to advertise for members.**

**Michele will see if we can advertise at St Thomas’s**

**Ken and Michele to sort out possible S40 article, to encourage new members.**

Matters Arising

**16+Patient Information:** This is now on the website and Facebook.

**Actions: Ken to see if we can create a dedicated Facebook account.**

**Treatment Options:**

**Action: Ken and Jan finalised the text and this has been posted.**

Secretary Vacancy

Jan Bird has had to resign as secretary because she has moved out of the catchment area. The Patient Participation Group and The Practice both thanked Jan for her considerable contribution to the success of the Group.

**There have been no volunteers to take over this role. The chairman said that this was a major issue. He would undertake the role in the short term BUT this cannot continue as it is an unhealthy way of working and is outside our terms of reference. He is asking members via these minutes to consider taking up this role.**

Surveys

The survey results show that the Practice continues to offer a high quality care service and the PPG thanked the Practice for this continued level of care. Ken asks if they are bored of reading the excellent surveys but Dr Scriven says no, they are very welcome and good to see that all sectors of the Practice Team receive recognition.

Reports from Network Groups

There have been no Network Group Meetings**.** Michele said the next PPG Network Meetings are at the end of September and beginning of October.

Ian Anderson is establishing a group of PPGs to liaise with the Primary Care Network.

The PCN is currently informing PPGs of its scope of responsibility and the terms of reference for the Group are being agreed.

A discussion took place at our PPG meeting about making sure services provided directly to patients by the PCN are the subject of these PCN/PPG meetings (e.g. Ageing Well Services).

The PCN provides resources to the Practice for delivery of services that patients see as the Practice’s responsibility. For these services the PCN staff liaise with the Practice directly to ensure successful patient care. If any issues arise on this ongoing service the Practice will raise these directly with the PCN. The PPG will support the Practice through the PCN/PPG meetings.

Practice Report

**On-Line Access** – Dr Scriven explained that the new contract between GPs and the NHS demands that the practice offer on-line access to GPs. All the Practices within our PCN have discussed this and how best to introduce it AND MAINTAIN PATIENT GARE LEVELS. Online access will be introduced using a booking system via the website and this will contain a triage mechanism to enable patients to book an appointment further ahead than the date of application. This will be aimed at more routine appointments. THE PRACTICE WILL CONTINUE TO OFFER THE TELEPHONE BASED BOOKING FACILITY FOR URGENT, SAME DAY APPOINTMENTS. The new on-line access will be limited to 10 a day, it will replace the current online booking system where no triage took place. A GP will be assigned to handle these 10 cases.

This service will open on 1st October. The success of the pilot will be monitored.

Establishing this has taken a lot of time. Katy has been a key member of the project and so has less time for website updates. Lucie is assigning other staff for that role, Ellie was mentioned as a possibility for this task.

The PPG agreed that this was a sensible approach.

Dr Scriven gave a presentation about this that will be issued to PPG members.

**Premises Changes** – Internal changes have started and this has meant closing the car park apart from one disabled space for several weeks. Administration will work with the builders to give more space on Saturday 4th October for the Flu day. The Flu invites have been sent out to eligible patients- over 65s.

There is a new trainee GP, Dr Akpevweoghene who will be with the Practice until December

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.**

**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 – ongoing.**

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

Next Meeting: Informal, to be confirmed.