**Chatsworth Road Patient Participation Group**

**Minutes of informal meeting held on Wednesday 15 October 2025, by Zoom**

**Present:** Ken Davis, Beverley Munoz-Pujol, Michele Young, Carol Knock, Tracy Townend, Dr Lucy Scriven, Lynn Brockwell-Ogley, Paul Thefault

**Apologies**: Lucie Wattam, Ian Fowkes, Ian Gerrard, Jim Bower, Brian Penk

**Minutes of Informal Meeting on Wednesday 20 August 2025**

These were agreed as a correct record.

**Matters Arising**

* **Recruitment of PPG members - see below**
* **Presentations:** Bev has contacted the team at Live Life Better Derbyshire, about a possible presentation to the PPG at our October informal meeting. She will report back at the September meeting. This has been postponed.
* **S40 Article**: Ken and Michele will be drafting at a suitable point. Following the discussions on recruitment it was agreed to delay this until we have our messages and plans worked out.
* **Possible Facebook Page for PPG:** Ken has not yet been able to set this up.

**Action: Ken to progress.**

* **Secretary to the PPG**

Tracy will now do this role, following Jan’s departure. Ken will support her with the minutes and Michelle will do the meeting dates. The members thanked Tracy for volunteering.

To make minute taking easier, initially, the use of Zoom recording and subsequent transcript/use of AI will be explored. It was established during the meeting that the Zoom meeting’s host – Lucie Wattam – would need to action the recording.

**Actions:**

**Ken to speak to Lucie Wattam re recording future Zoom meetings (as above)**

**Ken to research how to take minutes from Zoom and whether it produces a transcript**

**Carol to ask Barry to research the use of AI in translating a Zoom recording**

The main focus of the meeting was then on: **how to recruit new members to the PPG**

* **Flu Day adverts** – although, clinically, this was a huge success, it appeared there had been no interest from patients in joining the PPG. However, Michele *had* seen people reading them.
* **Promotion at St Thomas** Church Centre. Michelle has spoken to the staff who suggested using an A5 poster and the possibility of using the TV advertising facility. There was then discussion about the wording and angle to use.

**Action: Michele to contact the person who manages the TV for advice about the required format eg Powerpoint?**

* **Promotion via The Volunteer Centre –** Tracy has spoken to the manager who was happy for us to advertise the opportunity via VOLIFE, their online platform for finding and advertising volunteering opportunities. He did however advise that recruitment to this type of opportunity can be difficult and suggested that a captive audience approach may be more fruitful.

**Action: Tracy to re-draft the advert she has prepared and submit.**

* **Use of the surgery’s TV advertising screen –** Lynn suggested we looked into this and Dr Scriven agreed it in principle. We could try to use the same messages as at St Thomas’

**Action: Ken to discuss with Katy**

* Brian Penk raised (via email) the **timing of PPG meetings to encourage and enable more people to join**. Carol suggested holding the meeting on Saturdays. This is something that will be considered**.**

**A DIFFERENT AND MORE DIRECT APPROACH**

Following Paul’s view that flyers/posters tend to be unproductive in actually getting people to come forward and that a “different tack” should be used, a very productive discussion followed on alternative approaches.

**Action – Paul to send ideas on what to say and how to say it!**

Key points:

* Lynne suggested a **presentation by the PPG at a QUEST staff meeting** so that nurses and doctors could suggest joining the PPG to Patients. This is a good idea and **will be actioned in the new year.**
* Dr Scriven - suggested having a **physical presence in the surgery** eg a m**eet and greet event** where patients can a better understanding of the practice, the people involved and meet the PPG. This could be at her Saturday surgery in December – **possibly the 13th or 20th December**. She would also consider another Saturday when she wasn’t on duty. There would need to be some thought as to how we get people in. The idea was well received, with members liking the Xmas timing (a time for giving).
* Ken recalled previous use of **patient surveys** in the surgery when patients were encouraged to join the PPG at the end. Limitations of this approach now, are the reduced time people spend in the waiting area and patients who go straight to the annexe.
* Ken suggested a survey style ‘session’ in the surgery involving PPG members which involve a brief survey; using a reduced version of Ian’s survey questions and Paul’s bullet list. Giving patients a reminder of how good the practice is, the role the PPG play in this, the need for new members and the issuing of a flyer (directly to patients) – similar to that used for the promotion via St Thomas’.
* Carol and Bev raised the **angle of patients appreciating what the Practice does to help them and how/why they should offer their support in return.** Bev spoke of her personal experience which drove her desire to ‘give back’.
* Ken suggested the **production of a ‘one pager’ to highlight the new ways to access services in**cluding the e-consult appointments (which are a new contractual requirement). Dr S asked for this not to over-promoted to avoid overstretching limited resources. It could also include: how good the practice is; what the PPG is and how it helps and encourage people to participate.
* Bev suggested a **‘one liner’ at the end the Family and Friends survey** to ask patients that were happy with the service, to provide further feedback (via the PPG). It was well received but Dr S felt character limitation on the text/email might inhibit this.
* Ken **suggested a planning meeting to discuss and progress all the ideas and approaches** that had been and invited people to participate – Bev, Lynne. Michele, Carol and Paul expressed an interest. Dr S said she would pop in, if she could. A suggested date was Thursday 23rd October 2.30 via Zoom. Ken will ask Lucie W to set it up and record using the Meeting Summary facility (see above)

**Action:**

* **Paul to send Ken a bullet-pointed list of his ideas**
* **Ken to consider and draft the one-pager – see above**
* **Dr S to confirm the date of her December Surgery, for the possible event**
* **Ken to set up the planning group meeting on 23 October 2.30**

**Any other business**

Ken will attend a PPG meeting on 4 November, linked to the PCN. He will ask Ian Anderson for ideas about how to increase PPG numbers.

There being no other business, the meeting closed at 4.45

**Next Meeting: Formal, on Wednesday 19 November 2025 at 3.30 pm by Zoom**