

Chatsworth Road Medical Centre
Patient Participation Group
Minutes of the Meeting held Wednesday, July 15th, 2026
(Meeting held on Teams)

Present

Ken Davis (Chair), Jane Wish (Secretary), Michele Young , Anne Owen, David Mayo-Braiden Lucie Wattam, Dr Lucy Scriven, Tamsin

Apologies

Beverley Munoz-Pujol, Lynn Brockwell-Ogley, Ian Gerrard, Carol Knock

The Minutes of the Last meeting held on June 17, 2026 were approved.

Membership and Recruitment

Ken discussed the current membership status which has shown some success but the recruitment documentation needs to be updated, clearly stating that meetings are online and a degree of computer literacy may be required.

It was agreed with Michele to amend recruitment documentation making this clear for prospective new members.

Ken is working to create JPEGs for use at St. Thomas Centre to promote the PPG on their digital display screen.

National Patient Survey Results and Access Issues

The results of the National Patient Survey were discussed highlighting high satisfaction with clinical and administrative interactions but ongoing challenges with patient access (which were acknowledged as a widespread issue).

Survey Results Overview:

The practice received an overall rating of 85-86%, with particularly high scores (in the 90s) for interactions with clinicians and the administration team, but lower scores for patient access.

Lucy explained that access issues are common nationally due to high call volumes at peak times, making it difficult for staff at periods of intense demand. However, overall, patients felt well cared for once they are able to speak with staff, and congratulated the team on their performance.

Inspire PPG Mental Health Project and Local Implementation

Ken, Lucy, Michele and Lucie discussed the Inspire PPG's mental health project, and agreed to consider adapting and implementing this resource for their own practice once it had been carefully reviewed.

It was agreed that although the Practice already offered extensive MH support and advice, additional resources to sign post services for patients would be advantageous. Service gaps were identified, in particular, for young people transitioning from child to adult services.

Ken and Lucie agreed to resend and review the Inspire documentation, with plans for Ken to attend a PCNPPG subgroup meeting to discuss adaptation, and for a small group (including David, Anne, and Jane) to tailor and implement the resources locally once approved.

Use of Facebook and Online Presence

Following last month's online security briefing from Derbyshire Police it was agreed that creating a separate PPG Facebook page would be unnecessary and burdensome, and instead, PPG updates would be submitted to Katy for posting on the Practice's page.

Key items to post would include meeting announcements and recruitment information, with Ken planning to draft content and coordinate with Michele and Katy for publication.

Practice Report and Staffing Changes

Ken provided updates on practice developments, including the imminent departure of Dr Scriven. Ken thanked Dr Scriven for her support and wished her well in her new ventures. It was confirmed that Dr James Wilcockson would be joining the

practice in September.

Practice Extension: Lucie reported that the practice extension was still in the planning permission stage, with no current building activity.

Physio First Zoom Service

Lucie and Lucy described the new Physio First Zoom service funded by the PCN, which provides three half-day on-line sessions per week with physiotherapists as first contact for musculoskeletal issues, aiming to reduce GP workload and improve patient care.

Meeting Administration and Next Steps

Ken, Jane, and Lucie discussed the use of Microsoft Teams transcripts for meeting notes, with plans to review and improve the process for future meetings.

Date and time of next meeting

The next informal meeting will be held on Wednesday 19th August at 3.30pm by Zoom.