



Chatsworth Road Medical Centre
Patient Participation Group
Minutes of the Meeting held Wednesday 19 June 2019

Present

Ken Davis (Chair), Brian Heathcote, Chris McDermott, Ian Gerrard*, Nick James, Dr Lucy Scriven, Michele Young, Tamsin Jones

Apologies

Alan Beasley, Frances Little, Janet Portman, Matthew Drennan

Two patients have expressed interest in joining the Virtual PPG, including Sheila Cheesman, who has already contributed to some of our projects.

1. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of 16 January 2019 were accepted (proposed: Ian, seconded: Michele).

2. MATTERS ARISING

2.1. Stroke Centre. It had transpired that the carers at the Centre didn't know what PPGs are. **Action – Ian and Ken will deliver a presentation at the Centre on 24 June.**

3.1. Mental Health Project. Delayed for future dementia training. A dementia awareness pack is available. **Action – Michele to send link to Ken.**

3.2. Brookfield School. The possibility of new sixth formers to join the PPG. **Action – Ken will chase up in September.**

3.3. Ashgate Hospice. Meeting with representatives took place on 20 February, and it was very helpful. Ken has done a presentation on making sure your estate can be managed after your death.

5. Mental Health Guidance Document. Done. **Action - Dr Scriven will reformat it, send to Ken and Ian for circulation, and then put on the website and noticeboard.**

6. Wound Clinic system. In place with a few teething problems.

The informal meetings which took place on 20 February and 17 May 2019 were noted. Arising from these:

1. The possibility of a PPG page on the website was raised – how would this work? **Action – Dr Scriven will check whether it's technically possible.**
2. The issue of flu jab clinic attendance requirements for patients with limited mobility was raised. Dr Scriven explained that the practice prefer them to attend, but try to give them before flu day. Where routine visits from authorised personnel take place, they can be incorporated then.
3. Reception message. The PPG had not been informed of this because of the extended period without a formal meeting. Where possible, the practice will let us know when changes such as this occur. The new message is proving helpful at reception. Staff have a crib sheet (attached) which assists them in redirecting patients where appropriate.



Happy Significant Birthday Ian, and thanks for the cakes!



4. Why can't doctors/nurses receive emails from patients? This had been considered, and would lead to far too many problems.
5. The online appointments system: appointments are programmed into the rota, with two released at midnight for that day. If any are not used, the space can be used for conventional appointments. It was suggested that this information could be added to the website.
6. 'Places'. Michele's summary is attached.

3. FUTURE CALENDAR OF EVENTS/VISITS/AREAS OF INTEREST

- i. Meeting Dates 2019-20. The previously circulated calendar of dates and times was agreed.
- ii. Sight Issues. There will be an information day on 19 September organized by Sight Support Derbyshire, which can be used as a focus for our project. **Action – Michele will contact SSD (Lynn Smitheringate) to ask whether we can get a speaker for our July informal meeting.** There is also a pilot project at Dent's pharmacy, whereby the pharmacist may prescribe on the spot (also applies to ear conditions). **Action – Ken will obtain further information.**

4. SURVEYS

(Current questionnaire attached.) Currently only Janet and Ian are undertaking survey work. Ken offered to support if necessary.

5. ONGOING PROJECTS AND PRIORITIES

Women's Hearts Matter has been done, and we will now move onto Sight Issues (3i above). **Action – Michele will put the SSD leaflet on the noticeboard as a first stage in providing support information.**

6. REPORTS FROM NETWORK GROUP / STAKEHOLDER MEETINGS

Nothing to report.

7. PUBLICITY

Nothing to report. Thanks to Michele and Janet for their work on the noticeboard. **Action – Michele will write a report for the *Derbyshire Times* and *S40* on the AGM and projects.**

8. PRACTICE REPORT

- The 'Hub' arrangement for appointments is going well.
- Primary Care Network: this is the new GP group arrangement driven by NHS England, operating at the level below the Federation. They are looking at potential joint or central locations, but in the early stages. Dr Riches is involved, and Dr Allaway provides cover. The local PCN will cover Chesterfield and Dronfield.
- Healthwatch Derbyshire will now be able to undertake 'enter and view' visits.

9. ANY OTHER BUSINESS

None

10. DATE AND TIME OF NEXT MEETINGS

Informal: **Wednesday 17 July, TBA**
(Guest speaker invited from Sight Support Derbyshire)

Formal: **Wednesday 21 August, 4pm**



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