



**Chatsworth Road Medical Centre
Patient Participation Group
Minutes of the Meeting held Wednesday 15 January 2020**

Present

Ian Gerrard (Chair), Brian Heathcote, Nick James, Chris McDermott, Janet Portman, Dr Lucy Scriven, Lucie Wattam, Michele Young

Apologies

Alan Beasley, Ken Davis, Ian Fowkes, Doug Stanyard

1. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of 20 November 2019 were accepted. Proposed: Michele Young, seconded: Dr Scriven.

2. MATTERS ARISING

3.3.2 The possibility of a PPG page on the website. **Action – KD has to sort out log on failures to the Web Eden provider.**

3.3.3 Installation of a 'ladder' wall rack for pamphlets. LS has checked the space and there is little available, but with some manipulation it may be possible.

8 Publicity. S40 will be delivered to the practice in future.

9 Practice Report. iPlato has not been discussed at the Network Group meeting yet.

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

See projects below.

Action – NJ will provide a new calendar with provisional meeting dates provided for the rest of the calendar year.

4. SURVEYS

Still suspended for the winter. Wheatbridge PPG have undertaken an email survey which worked well (1000 responses). This would be feasible, and the new IT solution (iPlato), which is due to be installed during the next few weeks, may help. **Actions – LW will email the manager at Wheatbridge surgery to ask how their survey was organised, and we will pursue at the next meeting.**

5. ONGOING PROJECTS AND PRIORITIES

5.1. Noticeboard. MY has updated this, including posting a list of last year's projects and proposed projects for this year.

5.2. Patient Self Help. There is information in the waiting room, but patients could be directed to it.

5.3. Ear health. **Action – LS to produce list of headings for guide.**

5.4. Tinnitus. An informal meeting with a speaker from the Chesterfield and North Derbyshire Tinnitus

Support Group may be a possibility for later in the year.

5.5. Prostate cancer. Cards are available in the waiting room, but not yet leaflets.

5.6. Waiting times. Dr Scriven and LW asked whether we can do something on running over 10-minute appointment time/arriving late etc. They already have a list of possible reasons for delays plus things that patients can do to help. **Actions – LW will send list to NJ to circulate, and the PPG will produce a flyer. The surgery can put a notice on the counter asking people to check with staff if more than 20 minutes delay.**

6. REPORTS FROM NETWORK GROUP / STAKEHOLDER MEETINGS

Arising from the Network Group meeting of 8 January:

Sepsis. Dr Scriven explained sepsis and its treatment. It was not considered to be an appropriate issue for publicity, rather being an issue for clinicians.

Prostate cancer support. Doug had given a presentation on this, and we will discuss further at the next meeting.

7. PUBLICITY

See 2.8 above.

8. PRACTICE REPORT

Oliver Singh-Eyley has left, and his replacement will start in February. A new phlebotomist (Sam Warwick), arriving in late January, will work on Mondays, Thursday mornings and Fridays. Dr Lewis will return at the end of March. The new phone triaging system is working well (it doesn't apply to online bookings). Feedback on this could be included in surveys. Liz Carlisle, the new on-site pharmacist, may attend the next meeting to make a brief presentation.

9. ANY OTHER BUSINESS

Information for men on the menopause was suggested as an additional project. This was welcomed and will be discussed at the next formal meeting.

10. DATE AND TIME OF NEXT MEETING

Wednesday 18 March, 4pm