

MINUTES OF PPG MEETING TUESDAY 17TH JUNE 2025, 5-7 PM, CHAPEL STREET MEDICAL CENTRE, SPONDON

AGENDA ITEM	DISCUSSION & ACTIONS
Review of Previous Minutes (12.12.24)	Actions from the previous meeting were reviewed and updates provided
Surveys	<p>Staff Survey: Conducted in-house every 6 months</p> <p>Annual Patient Survey: Questions have been drafted</p> <p>Action: Survey to be shared with PPG members for feedback before implementation</p>
Pharmacy First	<p>All staff now trained; minimal rejections reported. Healthwatch identified low patient awareness. No notable feedback from 111 correspondence.</p> <p>Proposal: Consider a project to assess patient use of Pharmacy First before GP attendance.</p> <p>Issue Raised: PPG member experienced issues obtaining BP reading at local pharmacy as lack of large BP cuff.</p> <p>Action: ACP to feedback to Pharmacy First lead.</p>
Communication & Information	GP/ACP rotas now available on website and waiting room TV. Healthwatch prescription request project findings to be discussed at a future meeting. Friends & Family Test (FFT) feedback is a contractual requirement and patient's comments are shared with staff; graph published on website. PPG member had written to Department of Health & Social Care for clarification on the requirement for FFT – response was shared with the meeting. It was advised that FFT provides practices with real-time feedback.
Vaccination Campaigns	<p>Spring COVID campaign concluded.</p> <p>Autumn flu/COVID campaign confirmed to begin in September (starting with school-age children and pregnant women), then patients who are eligible.</p> <p>Children's Vaccination Uptake: Low.</p> <p>Plan: Make clinics more engaging for children (e.g., dressing up, stickers, colouring).</p>
Complaints	<p>16 formal complaints received in 2024/25 – considered low. Practice Manager has completed a review.</p> <p>Action: Overview to be added to website and emailed to PPG members (CAJ).</p>

Staff Photos	Staff opted not to have photos on the website. Decision: Practice will not proceed with this suggestion.
PPG Chair	No volunteers received for this role
Veteran Friendly Accreditation – achieved in Dec 2024	Recent cake sale raised £135 for Royal British Legion. Armed Forces Week: Display of staff relatives’ military photos. Request: PPG members invited to contribute photos. Monthly Royal British Legion breakfast at White Swan pub.
Noticeboard	PPG expressed interest in a noticeboard at Spondon (already one at Chaddesden). Practice raised infection control concerns. Action: Practice to consider feasibility.
COVID-19	Still circulating; staff with respiratory symptoms continue to wear masks.
Staffing Updates	<ul style="list-style-type: none"> • Dr Smith stepped down as Senior Partner; remains as salaried GP (2 days/week). • Dr Sin retired; Emma (Mental Health Practitioner) no longer at Practice. • New GPs from Aug/Sept: <ul style="list-style-type: none"> • Dr Buraga (F) – 3 days/week • Dr Duru (M) – 2 days/week • Dr Jarrar (M) – 3 days/week • Ben (Male Nurse) full-time. • Charlotte (Practice Nurse) returned from maternity leave. • Mrs Disney is now Senior Partner and CQC Lead. • Admin/reception team reshuffled.
Partnership Recruitment	PPG raised the idea of recruiting a male partner. Practice does comprise of male and female GPs. Practice open to recruitment but not expected before Autumn; difficult to recruit GP Partners due to extra responsibility, financial risk.
Quality Data Assessments	Practice has low A & E attendance rates.

Mental Health Provision	MH Practitioner role difficult to replace due to national shortage. PCN MH OT trial was unsuccessful. 30–40% of patient presentations are mental health related.
Care Navigation System – Rapid Health	<ul style="list-style-type: none"> • Practice to implement Rapid Health system (pending ICB sign-off). • System will triage patients similar to 111 and redirect appropriately. • Accessible online, at reception, or via phone. • Not currently compatible with Pharmacy First referrals. • Designed to reduce 8am call surge and improve access. • Implementation expected to take 2 months. • Patient education planned (videos, laptop demos in reception). • PPG offered to review patient-facing materials. • Visit to Hollybrook Practice being arranged to observe system in action – Action - PPG member offered to liaise with Hollybrook on our behalf to facilitate this. • System integrates with NHS App and will be linked on the website. • We will require patient's email address • We plan to work alongside Derwent Valley and hold joint PPG meetings. • Positive feedback from patients already using the system at other Practices. • Action: Practice to notify PPG when system goes live.
Basic Life Support (BLS) Training in the Community	<p>The Practice proposed offering BLS training to local community. A member of staff is available to deliver the training.</p> <p>PPG members were asked to assist in setting up the sessions and suggested potential venues including:</p> <ul style="list-style-type: none"> • Village Hall • Methodist Church Hall • Liberal Club • Revive • Chaddesden Park Fire Station <p>It was also suggested that the community be informed of the locations of defibrillators and bleed packs during this training.</p>

	<ul style="list-style-type: none"> • Action: PPG member to explore contacts for Resuscitation Leads. PPG members will look into appropriate local venues.
LMC Posters	Posters created by the Local Medical Committee (LMC) aim to inform patients that the Practice operates as a business. Each full-time GP typically manages a list of 4,000 patients; the Practice currently has 12,300 registered patients. A PPG member noted that new housing developments are planned on Royal Hill Road and will provide updates. The PPG felt the tone of the poster was not appropriate for display within the Practice.
PPG Visit to the Practice	PPG member suggested a visit to the Practice outside of working hours to observe how Practice operates. Due to GDPR and confidentiality concerns, the Practice advised this would not be possible. Instead, it was proposed that an admin team member present “A Day in the Life of” at the next PPG meeting to provide insight into behind-the-scenes operations. Action - PPG member will email the Practice Manager with poster outlining what support is required to run a GP Practice. Positive feedback was shared by a PPG member regarding improved staff attitude. Action: Practice Manager to share this feedback with the team. The Practice plans to deliver Customer Care training and revisit role-playing exercises with reception staff.

DATE OF NEXT PPG MEETING TO BE ARRANGED – DECEMBER 2025