

**Darley Dale Medical Centre
Patient Participation Group (PPG) Meeting**

Date:	6.3.24		
Chair:	Dr D. Fitzsimons – GP Partner		
Note Taker:	Carrie Poole – Assistant Practice Manager		
Attendees:	BW, JT, SR, CG, JM, SW, JY, DF, CP (RB to have attended online but technical difficulties – apologies sent)		
Apologies:	NR, JL No contact from: SB, GD, TF, AG, SC, HF, GG, JM, SG, NR, JA, MB, RM, SH		
Agenda Item	Discussion/Minutes	Time Allowance (mins.)	Actions (Details & Owner)
Dr Fitzsimons Welcome/ Introduction	<ul style="list-style-type: none"> - Welcome to our first PPG meet following COVID pandemic. - Introduction of Dr. Fitzsimons as new GP chair - Introduction of Carrie Poole as Note taker 	5	Action: NA
Dr Fitzsimons Review of PPG Terms of reference	Review of GP & Patient chair <ul style="list-style-type: none"> - Would anyone like to be a patient chair? - Can be a fluid role – can be discussed. 	5	BW proposed JM as potential patient chair. JM would need to consider. No volunteers – to be reviewed in next meeting.
Dr Fitzsimons Review of previous meeting minutes – 14.01.2020	Can we agree last meeting was from so long ago that we would not review and start fresh again from now? <ul style="list-style-type: none"> - Members would like a quick run through as an overview. - JY discussion about the housing development at the top of Matlock. 	5	Action: NA
Dr Fitzsimons/Carrie Update from CREDAS	<ul style="list-style-type: none"> - Change of partnership – Dr Smith has retired; Dr V Grant has taken over the partnership. - New GPs – Amy Hadfield & Tarquin Bertram – Both started as trainee GPs and have decided they wanted to stay. - Nursing Team changes – a lot of changes within the team due to retirement/maternity etc. Dr Fitzsimons provided an update that we now have a Nurse Manager who does not see patients. Fertility specialist Nurse & diabetes specialist nurse and the team now fully staffed. - Management Team restructure – Clare Adams new Partnership Business Manager, Carrie Poole deputy. Dispensary manager and Reception manager also in post. - Primary Care Network (PCN)/Integrated Care Board (ICB)- Dr Fitzsimons explained that the ICB determine how we use our 	5	Action: N/A Owner: N/A Deadline: N/A Completed: N/A

	<p>funding. PCN gives us power as a collective to offer more services.</p> <ul style="list-style-type: none"> - Additional Roles Reimbursement Scheme – Dr Fitzsimons explained that these are new roles funded by the PCN – Musculoskeletal Practitioner (MSK) /Spirometry Service/Mental Health Practitioner/HUB VISITS – visiting service under the PCN. - New Website – up and running – Dr Fitzsimons provided an overview. - New Phone system – centralised at Darley Dale. - Telephone Triage – Dr Fitzsimons explained the new system of telephone triage with Duty Dr. – Developed during COVID, more access for patients meaning that the practice is seeing more patients. - Extended Access hours – Wednesday evenings and weekend clinics now available. Credas do 1 in 5 Saturdays (9-5) and 1 in 5 Friday evenings. 		
<p>Dr Fitzsimons/Carrie Future of PPG</p>	<ul style="list-style-type: none"> - Discussion over regular day/time of future meetings. Members seemed not to have a preference at the moment. - Discussed the possibility over offering this online as well as in person. - Do PPG members have ideas for agenda or specific objectives for the PPG meetings going forward? - Action plan to recruit new members – Carrie to create advert for Winster and Youlgrave village newsletters and to look into placing adverts in either Matlock Mercury or Peak Advertiser. Carrie to run a social media and text campaign to encourage new members. Posters to be displayed in surgery waiting rooms. Carrie to send posters to PPG members to display in their local area/areas they feel may attract new members e.g Whitworth, local Nursery/childcare businesses. 	10	<p>Action: Recruitment of new members Owner: All Deadline: Next meeting date Completed:</p>
<p>B Wood Matlock Hospital League of friend's update</p>	<ul style="list-style-type: none"> - Mr Wood provided PPG members an update on the great work being done by Matlock Hospital League of Friends. A breakdown of the monies raised is attached to minutes. - The next plan for the League of Friends is the Lodge. 	5	Action: NA
<p>Dr Fitzsimons A.O.B</p>	<p>JM New Care Home</p> <ul style="list-style-type: none"> - A new care home is being build opposite the Whitworth which is going to be providing 70 new care home beds. Likely that this will impact on the Practice. Dr 	10	Action: NA

Fitzsimons advised that the Practice had not been aware.

JM Credas Meaning

- JM wondered if everyone was aware of the meaning of 'Credas'. Dr Fitzsimons explained it means 'Trust' in Latin. Dr J Grant came up with the name. Credas is the business name which incorporates all three surgeries.

CG Named GP

- CG wondered if patients are still being given a named GP. Dr Fitzsimons advised that this was a government initiative initially. It would be preferable if patients were always able to see the same GP but in reality, the Practice is now so busy this isn't always possible unless a patient is able to wait.

SR NHS App

- SR asked about the NHS app, is this replacing SystmOne Online. Carrie provided clarification that it is patient choice which they use both provide access to the same things. Clarification was also provided regarding online appointment booking; this was now back up and running. The appointments available to book online are the same as those available for patients to book over the phone or in surgery.

SW Unable to get a routine appointment within 2 weeks.

- SW expressed frustrations that she was unable to get an appointment within 2 weeks.
- Dr Fitzsimons explained that this is well within the national average for a routine appointment. All emergency appointments are either seen same day or are triaged by the duty GP same day.

SW waiting times on the phone

- SW expressed frustrations regarding how long it can take to get through to the surgery. Carrie explained that we have enough lines to allow patients to queue rather than them being cut off. Also advised that certain times of day busier than others.
- Other PPG members acknowledged the level of service at Credas good in comparison to other practices.

Next meeting date 3 July 2024 4pm

Credas Medical – PPG Meeting 6 March 2024

DCHS Services in Darley Dale - Matlock Hospitals League of Friends

The League have for many years provided funds on an annual basis for gifts given to Urgent Treatment Centre attendees (approx £1200 per year) and for Christmas activities for patients and staff at both the Hospital and Orchard Cottage and provide funds for improvements to both the patient and visitor experience.

The last major expenditure before lockdown was £123000 to provide 23 new car parking spaces. Since the last PPG Meeting the following items have been provided at Whitworth Hospital and Orchard Cottage

2021 Expenditure (Total £7915)

Exercise Bicycle – Physiotherapy Unit £1000

Benches at Main Entrance x 3 £1300

2022 Expenditure (Total £31124}

UTC Improvements £27313

Ophthalmic - new Eye Test Screen £381

Orchard Cottage - DVD Player and Arts and Crafts Materials £500 .

2023 Expenditure (Total £158534)

Awning outside Reception £3000

Dementia Unit – Sensory equipment -Oker Ward £9200

Community Diagnostic Centre £143402

Orchard Cottage - Planters and Garden equipment £600

2023 Projects completed but awaiting payment

Physiotherapy Unit £70000

2024 Projects completed but awaiting payment

Oker Ward – New TV's £1000

Reception – New Seating £2232

Oker Ward - Dynamap £7603

Oker Ward – Accora Chair £3650

(In excess of £200 k)

(under consideration – redevelopment of the Entrance Lodge)

Services provided at Whitworth are now Oker Ward (Rehabilitation), UTC ,X Ray, Physiotherapy and Muscular Skeletal Outpatients, Diabetes, Respiratory, Sexual Health, Chiropody, Podiatry/Podiatric Surgery, Community Health Visitors, Learning Disability Service, CRH Outpatient Clinics – Visual Services (Ophthalmic and Orthoptic), Audiology, Gastroenterology and rheumatology, Community Diagnostic Centre – Phlebotomy and Ultrasound , Hearing, Community Midwifery.