

# Kelvingrove Medical Centre

## Patient Participation Group

### Minutes

Meeting - Thursday 13<sup>th</sup> February 2025

13:00 – 14:00

Kelvingrove Medical Centre, 28 Hands Road, Heanor, Derbyshire, DE75 7HA

#### Attendees:

Chair: Christopher Perko (CP) – (Doctor Retired)  
Secretary: Gavin Peart (GP)  
Emma Stone (ESt) - Kelvingrove Patient Services Lead  
Peter Boxall (PB)  
David Crawley (DavC)  
Eric Cresswell (EC)  
Stephanie Cresswell (SC)  
Richard Lodge (RL)

#### Apologies:

Diane Crawley (DiaC), Irene Cresswell (IC), Lin Debenham (LD), Nik Dubaic (ND), Darren Evans (DE), Frances Hault (FH), Ann Jones (AJ), Paul Jones (PJ), Paul Mason (PM), Freda Price (FP), Alan Purdy (AP), Grace Purdy (GPu), Emma Simmons (ESi), Phillip Stone (PS), Simon Wood (SW), Diane Woolley (DW), Neil Woolley (NW), PM Wright (PW)

#### 1 Practice Manager Introduction

ESt introduced the new Practice manager, Simon Hartland, to the group.

#### 2 Blood Testing Services

The group is concerned by three possible issues with the blood testing system. ESt advised that the service providers (Derbyshire NHS) had still not responded to these questions and gave the contact details for the service providers to CP & GP who are to take the matter up directly.

- ***CP & GP to contact Derbyshire NHS to seek a response.***

Regarding GP's suggestion to have a dedicated touch screen in the practice reception to allow patients to book an appointment online. GP to contact the PALS (Patient Advice and Liaison Service) at University Hospital of Derby and Burton to put forward the suggestion with the support of the Practice.

- ***GP to action this and update the group after seeing PALS at Derby.***

#### 3 Telephone System Update

A request was made to ask for the recorded message by Dr Reid, which greets patients when telephoning the Practice, to be refreshed as it has been in place for some time.

- ***ESt advised that the Practice is currently reviewing the telephone system and recorded messages as part of the Practice improvement process and will update the group on progress.***
- ***ESt to check whether the update will include the previous feedback from the group***

*regarding the telephone system (including EC's suggestion regarding changing the sequence of phone options)*

#### **4 Public Health Collaboration Strategy To Use Diet & Lifestyle To Address Obesity / Diabetes**

GP explained to the new members of the group that he has volunteered to become an "ambassador" for the charity Public Health Collaboration (PHC) and when trained will be able to offer support to Kelvingrove, and other local Practices, in respect of diet and lifestyle.

- ***GP has yet to undergo training for the role but, on completion of his training, will present to the group to explain the detail of what he will be doing going forward in providing lifestyle support groups***

#### **5 PPG Meeting Attendance Levels & Membership**

The group is to continue working on ways to increase membership of the PPG and attendance levels at the PPG meetings.

Est confirmed that occasional text messages can be sent out to the Practice's patient group advising that the PPG latest minutes are available on the Practice website (with a link to the appropriate web page). To avoid sending too many communications to the patient group in the immediate future no action to be taken on this until the questionnaire task has been completed.

#### **6 PPG Actions & Progress to Date**

GP has completed and issued the summary of the work and tasks carried out to date, along with the outcomes, to measure progress and demonstrate that the PPG was able to contribute to the functioning of the Practice and this to be added to the PPG section of the Practice's website.

- ***Est to arrange for incorporation on the PPG web page***

IC asked for feedback from the Practice on the work carried out to date by the PPG.

- ***Est to respond and update the group.***

#### **7 Repeat Prescription Problems Caused by Automated Systems Not Taking Account Of Holidays**

DC raised an issue that the NHS app and repeat prescription service did not take account of holidays when setting dates for allowing time-restricted repeat prescriptions to be authorised and processed. This meant that when repeat prescription due dates were set by the systems the impact of holidays, especially Xmas, disrupted the availability of critical medications and the imposed restrictions could not be overcome within the ordering system. Also, for patients going on holiday, the restrictions inherent in the system prevents patients from ordering medications in advance without first having to make an order for other medications which are not actually needed.

- ***Est to raise this with Megumi Ashida to identify what action can be taken to raise the problem for resolution with the providers of the repeat prescription service.***

#### **8 Positive Feedback For Kelvingrove Medical Centre**

In terms of the overall accessibility and quality of service provided by Kelvingrove Medical Centre, DavC commented that this was hugely better than that experienced by his relatives in London and the Southeast who were experiencing widespread and serious problems with their local GP services.

## **9 TV Screens Used To Call In Waiting Patients**

A question was raised as to why the TV screens in patient reception no longer flashed up a message to call in the next patient and advise them which room to go to in order to see the doctor.

- *Est to respond to the group regarding this*

## **10 Questionnaire to Kelvingrove Patients**

GP issued the “rough-cut” version of the questionnaire to the group previously by email, and also in hardcopy at the meeting, for review and comment. The group gave the following feedback on the “roughcut” version.

### **Visiting Kelvingrove:**

Add an additional tick box for “Several times a year”

### **Appointments At Kelvingrove:**

Add an additional tick box for “Tried the website but no appointments available”

### **Questionnaire Font size:**

- Large font to be used to ensure as easy to read as possible.

### **Questionnaire Format:**

- Format to follow the style of the NHS GP Patient Survey.

### **Questionnaire Size:**

- Keep as concise as possible to encourage more patients to complete.

### **Number of questionnaires to be distributed:**

- The maximum realistic number to be used as expected return percentage is likely to be low

### **Anonymity:**

- Questionnaires to be anonymous.

### **Questionnaire Testing:**

- PPG members to complete questionnaires as part of the process to finalise details and iron out any areas where questions need to be clarified or “tweaked”.

### **Online Questionnaires:**

- Use of Google forms to be investigated to allow online and electronic questionnaires
- Questionnaire to be incorporated into the Kelvingrove website with a high level “request to complete” on the home page.
- Use of Adobe Acrobat forms to be checked out to see if that is an option to be used for online or emailed questionnaires.

### **Paper Questionnaires:**

- Paper questionnaires to be printed by the Practice
- Questionnaires to be made available in the Kelvingrove patient reception areas
- Receptionists to encourage patients to complete the questionnaires
- Messages to appear on receptions “signing-in” screen and TV’s in the patient reception areas to encourage patients to complete the questionnaires
- Posters to be put up in the patient reception areas to encourage patients to complete the questionnaires
- Clipboards & pens to be made available in the patient reception areas to make completion of the questionnaires as easy as possible.
- Table to be made available in the patient reception areas with questionnaires laid out

ready for completion.

- If possible, add a message to the phone system to ask patients calling in to complete the questionnaire
- “Ballot box” style boxes to be available to receive completed questionnaires (anonymously)
- Stress the message that the Practice is asking patients for help to improve the service
- Stress the message that the questionnaire is totally anonymous

#### **Seeking Responses From Patients Away From Kelvingrove:**

- PPG members to ask friends, family or neighbours who are Kelvingrove patients to complete the questionnaire.
  - PPG members who attend local clubs, churches, Heanor wellbeing centre or other such venues, where they are known to other attendees, to ask people who are Kelvingrove patients to complete the questionnaire.
  - Approach William Gregg leisure centre to see if they could help to get members who are Kelvingrove patients to complete questionnaires – could be very helpful in respect of younger patients or parents of patients whose children are in classes.
  - Approach care homes supported by Kelvingrove to ask staff, who interact with Kelvingrove on behalf of residents, and residents (if possible) to complete questionnaires.
  - Ask “dormant” PPG members to complete the questionnaire.
  - Questionnaires completed away from Kelvingrove “anonymity boxes” to be sealed in envelopes by the patients completing them, to maintain anonymity
- ***GP to incorporate the comments and update questionnaire putting it into a similar format to that used by the National GP Patient Survey.***

#### **Data Protection:**

- ***EST to check with the Practice data protection officer to make sure there are no issues arising from how the questionnaire is to be carried out and the data processed.***

#### **Processing of results:**

- This is yet to be resolved.

#### **11 Review Of Posters To Be Used In Amber Valley Practices:**

EST brought a set of posters to the meeting which had been produced by the Derby & Derbyshire Local Medical Committee, to inform patients about the funding and operation of local GP Practices. The Practice asked the members of the PPG to provide feedback in relation to the content and messaging in the posters.

The posters had an initial review at the meeting and comments are noted below:

- The posters provided insights into the way in which General Practice fitted into the wider NHS, many of which would probably come as a surprise to some patients.
- Some of the posters were quite “busy” with a lot of information – thoughts were that they took quite a lot of reading and the (important) overall message could be lost in the details. A reduction in some of the detailed information and focus on the main message was thought would increase the impact of the posters.
- Generally, the posters were informative of the challenges and issues facing General Practice, but could be seen as a little negative.

- The focus in the posters of providing local healthcare with prevention a core of the strategy was seen to be a definite positive.
- A general comment was that the posters need to be large in order to be easily seen and read.
- The group asked whether one purpose of the posters was to motivate patients to raise issues themselves with the larger NHS, local MP's or government ministers?
- Poster 7 "What GP's Do", although there was some interesting data the group was unsure of what the underlying message was.
- Poster 2 "GP Funding" was felt to be clear and impactful giving patients a clear view of the basis of GP funding.
- Poster 5 "GP Shortages" was very insightful and was considered very helpful in giving patients insights into important issues (which are often just seen as confusing political footballs in the media).
- As there had been limited time to in the meeting to review the posters and provide feedback the group agreed to review the posters outside the meeting and provide further feedback at the next PPG meeting.
- ***GP to email out the posters to the whole group and request feedback on the contents, style and effectiveness of the posters as well as the messages the posters are providing.***

### **10 New Tasks For The PPG**

The group agreed that setting new tasks would be based on the results of the questionnaire with any other items the group wishes to add.

**Date of the next meeting:** Thursday 13<sup>th</sup> March 2025 at 1pm

**Location** – Upper-level Waiting Room, Kelvingrove Medical Centre