

Kelvingrove Medical Centre

Patient Participation Group

Minutes

Meeting - Thursday 22nd January 2026

13:00 – 14:00

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

Attendees:

Chair: Christopher Perko (CP)
Secretary: Gavin Peart (GP)
Peter Boxall (PB),
David Crawley (DavC)
Eric Cresswell (EC)
Richard Lodge (RL)
Emma Stone (ES_t) - Kelvingrove Patient Services Lead
Phillip Stone (PS)

Apologies:

Diane Crawley (DiaC), Irene Cresswell (IC), Stephanie Cresswell (SC), Lin Debenham (LD), Nik Dubaic (ND), Darren Evans (DE), Laura Froggett (LF), Frances Houlton (FH), Ann Jones (AJ), Paul Jones (PJ), Alan Purdy (AP), Grace Purdy (GP_u), Emma Simmons (ES_i), Simon Wood (SW), Diane Woolley (DW), Neil Woolley (NW).

1 Proposal For A Primary Care Network (PCN) Patient Group

The second meeting of the Arch PCN Patient Group will be held on 29th January with EC and GP attending to represent the Kelvingrove PPG.

- ***EC and GP to update the group at the next meeting.***

2 Restrictions Placed By Derbyshire ICB On GP Practice's Use Of Text Messaging

Following GP contacting the NHS Derby and Derbyshire Integrated Care Board (ICB) again, regarding the cost pressure being applied to the use of text messaging by GP Practices, a response was received which was generally in line with the update provided by Dr Reid at our last meeting.

The overview is that the cost of the texting service has risen substantially over recent years as GP Practices made greater use of the service to reach their patient groups and the ICB was asking Practices to make more efficient use of the service in a number of ways.

There are two primary approaches to this:

1 To reduce the costs of texts Practices to make more targeted use of the text service and make the messages shorter and more concise.

For information, texts are charged on the number of "fragments" required to transmit a whole text message with each "fragment" being a chunk of 160 characters and generally costing around 2.5 pence (plus VAT) per fragment. A single text message over 160 characters, or one containing emojis/special characters, will use more than one fragment, doubling or tripling the cost.

2 Practices to make more use of the messaging service which forms part of the NHS app as that does not have a cost to use. Practices are to encourage patients to use the app and also turn on the

notifications in the app to make this approach effective. Currently, in our area 50% of patients use the NHS app and of those 50% have notifications turned on so only 25% of patients are reachable using app notifications. As app notifications are disabled by default the challenge is to get the remaining patients to firstly use the app, and secondly, turn on notifications. Also, there remains a significant challenge in relation to providing a service those patients without internet access or the ability to navigate online apps.

In the reply to GP, the ICB has advised that they will be providing Practices with the tools and data needed to allow Practices to take action to increase the use of the app and app notifications.

- ***GP to seek clarification from the ICB regarding the detail of what the plan is to increase patient use of the NHS app (including how patients will be encouraged to turn on notifications) and how patients unable to use the app will be identified and catered for.***

3 Blood Testing Services

Following the agreement of the Kelvingrove Practice Partners to carrying out a trial of the in-Practice blood-test booking system at Kelvingrove, GP to contact the Phlebotomy Service Manager, Claire King (University Hospitals of Derby and Burton NHS Foundation Trust) and representatives of Swiftque to put together a detailed proposal for review and implementation.

- ***GP to take the process forward with Claire y King and Swiftque to produce the detailed proposal.***

4 Telephone System Update

The telephone system will be updated as part of the ongoing Practice Improvement process. PB advised the group that a number of people had expressed frustration at the length and complexity of the telephone intro message and the group agreed that a refresh of the phone system was required.

- ***Est to update the group when the update of the telephone system has been actioned including whether the update included the previous feedback from the group regarding the telephone system (including EC's suggestion regarding changing the sequence of phone options).***

5 Public Health Collaboration Strategy To Use Diet & Lifestyle To Address Obesity / Diabetes

GP is still committed to taking up the role of lifestyle support and will be scheduling this for 2026.

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

6 PPG Meeting Attendance Levels & Membership

This action is currently pending and will be taken up on completion of the patient questionnaire task using the information gleaned from the responses to the questionnaire.

7 Kelvingrove Website Changes

At the instigation of the NHS Derby and Derbyshire Integrated Care Board (ICB), the Kelvingrove website is being updated to comply with NHS website guidelines to be more “readable” and “understandable” by all patients in our area and this is currently an ongoing process. GP to provide relevant PPG-produced documentation to allow incorporation into the revised website.

EC had been using the Kelvingrove website looking for the PPG section but had great difficulty in locating where it was as there is no link on the home page, and it only appeared in the “news” section, with the next PPG meeting being shown as on 22nd May 2025.

There is a concern that, without good visibility on the Kelvingrove website, patients will be unaware of the existence of the PPG and the group will not attract new members.

- ***Est to pass the above comments to SH/MA for action.***
- ***GP to email the summary of the work and tasks carried out by the PPG to Est/MA for SH to incorporate into the PPG section of the Kelvingrove website.***
- ***GP to email pdf copies of minutes of past PPG meetings held during 2025 to Est/MA for SH to incorporate into the PPG section of the Kelvingrove website.***
- ***MA asked if members of the group would be able to review and feedback the newly reformatted website – comments to be emailed to Est for forwarding to SH/MA.***

8 “Online Access” To Book Appointments Or View test Results

RL raised a question regarding using the option on the Kelvingrove website to use “Our Online Access” rather than the NHS app. To use the “Online Access” it’s necessary to input a user name and password but RL’s existing user name and password would not work. ESt advised that these have probably expired as they have a default expiry date after which it is necessary to contact the Practice reception directly and set up a new user name and password. RL asked whether it would be possible to automatically identify patients with expired access credentials to advise them to ask for updated credential to maintain access to the system. ESt advised that she would check with MA but she did not think that would be possible.

- ***Est to check with MA regarding RL’s question.***

GP suggested that it would be helpful to add an advisory note or pop-up window to the webpage where “Online Access” is located to advise patients that if they cannot access the “Online Access” system they should contact the Practice reception to receive an up-to-date user name and password and, also, that they would then need to access the service once every “x” months to keep the access credential live.

Additionally, if it is necessary to actually attend the Practice reception in person to receive an up-to-date user name and password the pop-up or advisory note should state that to avoid abortive phone calls to reception by patients trying to access the “Online Access” service.

A final suggestion would be to review the current “Online Access” protocols to see if these could be streamlined to increase the use of the service and reduce the efforts needed by patients to become, and stay, authorised to access the system.

- ***Est to pass the above comments to SH/MA for action.***

9 Practice Waiting Area PPG Poster Out Of Date

The poster in the Practice’s waiting area, informing patients about the work of the PPG, which had become out of date has been revised and to avoid the need for constant updating will not include the date of the next meeting.

10 Kelvingrove Patient Questionnaire

The production of the questionnaire is complete including the online version using Google Forms and testing has been carried out successfully to verify that the system works.

GP and RL to go through the whole questionnaire process and GP to produce a summary of remaining actions which will need to be completed for the questionnaire to be issued and the process started.

- ***GP to issue the summary of actions which need to be completed to allow the questionnaire to go live.***
- ***The list of actions to be reviewed at the next meeting and a date agreed by when all of these will be complete and in place ready for the questionnaire to be issued to the wider patient group.***

11 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 or Practice wishes to add.

Date of the next meeting: Thursday 26th February 2026 at 1pm

Location – Upper-level Waiting Room, Kelvingrove Medical Centre