

Kelvingrove Medical Centre

Patient Participation Group

Minutes

Meeting - Thursday 21st August 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)
Peter Boxall (PB),
David Crawley (DavC)
Eric Cresswell (EC)
Laura Froggett (LF) Pharmacy Manager (Rowlands Pharmacy)
Richard Lodge (RL),
Emma Stone (ESt) - Kelvingrove Patient Services Lead
Diane Woolley (DW)

Apologies:

Diane Crawley (DiaC), Irene Cresswell (IC), Stephanie Cresswell (SC), 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), Neil Woolley (NW), PM Wright (PW).

1 Jodie Cook Proposal For A PCN Patient Group

At the previous meeting, JC outlined a plan to setup a PCN Patient Group comprising volunteers from each of the Practices who would collectively represent patients from all nine Practices. Meetings would take place quarterly or six monthly and would draw together representation from all the practices and provide an opportunity for involvement by patient representatives at PCN level.

GP, EC and PB all volunteered to become involved which should ensure a minimum attendance of at least two Kelvingrove PPG members at each meeting.

- ***GP to contact Jodie Cook to advise the Kelvingrove PPG will be represented by a combination of GP, EC and PB.***

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

In response to an enquiry by the group, ESt confirmed that the use of text messaging by GP Practices was coming under cost pressure from NHS Derby and Derbyshire Integrated Care Board (responsible for managing the NHS budget and allocating resources).

The group expressed some concern that his policy change may impact on the use of what is seen as an effective communication tool, resulting in this positive and proactive approach being degraded.

- ***GP to contact Derbyshire Integrated Care Board to ask for the details behind this change in policy.***

3 Blood Testing Services

GP and CP have had a positive meeting with the Phlebotomy Service Manager, Claire King, at University Hospitals of Derby and Burton NHS Foundation Trust and discussed the groups concerns.

- ***GP to issue notes of the meeting, together with actions going forward, to the group.***

4 Telephone System Update

The telephone system will be updated as part of the ongoing Practice Improvement process.

- ***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 but due to current time commitments 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 PPG Actions & Progress to Date

GP has 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.

- ***MA to incorporate, into the PPG section of the Kelvingrove website, the summary of the work and tasks carried out by the PPG***

Regarding the request for feedback from the Practice on the work carried out to date by the PPG Est confirmed that the Practice partners were very happy with the work which was of value to the Practice.

8 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 is being revised and to avoid the need for constant updating will not include the date of the next meeting.

- ***Est to have the poster updated.***

9 Questionnaire to Kelvingrove Patients

The production of the questionnaire is complete with the questions and format all agreed by the group.

RL volunteered to take the data from returned questionnaires and input it into a spreadsheet for analysis. GP and RL will work together on the production of the Google Forms version of the questionnaire, the analysis spreadsheet and data output reports.

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 or Practice wishes to add.

11 Government Healthcare Strategy – “Neighbourhood Healthcare”

CP advised the group that a new Government Health initiative “Neighbourhood Healthcare” was being rolled out and he had some serious concerns at the possible impact on healthcare and GP Practices.

CP’s concerns were that:

- No additional funding was being provided which would result in existing funds being spread more thinly over even more healthcare providers/services
- GP Practices were being undermined by the allocation of funding and resources to other areas
- Funds being allocated to other healthcare specialties reduces the funding for Doctors exacerbating the problem of newly qualified Doctors being unable to find employment
- Increasing the number of separate healthcare specialty services will increase the “silo” effect of a system based on separate uncoordinated services.
- Provision of services will not be on the basis of patients address or actual location but on the perceived health issue they are experiencing
 - ***Dr Reid will attend the next meeting to advise the group of the Practice view on this subject.***

Date of the next meeting: Thursday 6th November 2025 at 1pm

Location – Upper-level Waiting Room, Kelvingrove Medical Centre