

# Kelvingrove Medical Centre

## Patient Participation Group

### Minutes

Meeting - Thursday 6<sup>th</sup> November 2025  
13:00 – 14:00

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

#### Attendees:

Chair / Secretary: Gavin Peart (GP)  
Peter Boxall (PB),  
David Crawley (DavC)  
Eric Cresswell (EC)  
Emma Stone (ES<sub>t</sub>) - Kelvingrove Patient Services Lead  
Phillip Stone (PS)  
Megumi Ashida (MA) Kelvingrove Data/IT Lead - Part only  
Dr Reid (JR) Kelvingrove Practice Partner - Part only

#### Apologies:

Diane Crawley (DiaC), Irene Cresswell (IC), Stephanie Cresswell (SC), Lin Debenham (LD), Nik Dubaic (ND), Darren Evans (DE), Laura Froggett (LF), Frances Hoults (FH), Ann Jones (AJ), Paul Jones (PJ), Richard Lodge (RL), Paul Mason (PM), Christopher Perko (CP), Freda Price (FP), Alan Purdy (AP), Grace Purdy (GP<sub>u</sub>), Emma Simmons (ES<sub>i</sub>), Phillip Stone (PS), Simon Wood (SW), Diane Woolley (DW), Neil Woolley (NW), PM Wright (PW).

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

The first meeting of the Arch PCN Patient Group was held on 16<sup>th</sup> October with EC and PB attending to represent the Kelvingrove PPG. PB updated the group on the meeting and advised that the meeting was well attended by representatives from seven of the nine Practices which make up the Arch PNC. Dr Reid made a presentation to the meeting along similar lines to that made previously to the Kelvingrove PPG which was informative and well received. Future meetings will be arranged, probably on a three-monthly basis, by Jodie Cook (JC) and will be held in Heanor Library. Minutes from the meeting are due to be issued by JC.

- ***Ongoing attendance from 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

GP contacted the NHS Derby and Derbyshire Integrated Care Board (ICB) regarding the cost pressure being applied to the use of text messaging by GP Practices. The initial response was quite unhelpful as it simply advised that the query was being sent to the relevant individual to respond.

No response was received so GP sent follow up messages asking again for a response and, pending receiving this, further research by GP identified that the ICB has been tasked to reduce "**their** running costs" by 45%. The question this raised was whether this meant that the ICB had to reduce their own **direct** running costs by 45% or reduce the total amount expended by the ICB by 45% which would all funds allocated to GP Practice's, including the funding for patient texting services.

Dr Reid updated the group in relation to the ICB response to her questions regarding the financial support for GP Practice text services and advised:

- The approach was less draconian and more nuanced than was at first thought.
- The original plan for the ICB to charge GP Practices of text services from October has not happened (to be reviewed in April).
- There are very significant differences in how different practices make use of the text service and, because of that, the cost incurred.
- The ICB has asked Practices to be more concise when formulating text messages as long messages result in the use of several texts per message which increases costs.
- There is push for Practices to use the messaging service which forms part of the NHS app as that does not have a cost to use.
- Practices will have to encourage patients to use the NHS app and turn on the notifications to make this approach effective. This may need some form of campaign to encourage patients to turn on notifications.
- Using the NHS app will be an inherent issue for patients who do not have smartphones or who do not know how to use apps.
- ***GP to continue seeking clarification from the ICB regarding the detail of how these cuts are to be implemented.***

### **3 Blood Testing Services**

Following the initial meeting with the Phlebotomy Service Manager, Claire King, at University Hospitals of Derby and Burton NHS Foundation Trust, GP and CP have had a very positive online meeting with representatives of Swiftque. This included the possibility of using an in-Practice system to book blood-testing appointments for patients without internet access and GP has issued a summary of the meeting to the group, by email, before the meeting.

Following problems experienced by EC, when using the telephone appointment booking service before 12 noon, GP followed up with Claire King and, in response, she confirmed that the telephone appointment booking system is definitely available Monday to Friday between 11am and 1pm.

- ***GP to ask Dr Reid for the support of the Practice to carrying out a trial of the in-Practice system at Kelvingrove and then take the process forward with Claire King and Swiftque.***

### **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.

- ***EC 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 Kelvingrove Website Changes (Including Incorporation Of PPG Actions & Progress to Date)**

MA attended the meeting to respond to comments from the group that the Kelvingrove website has been changed significantly to look and feel more like the main NHS website. MA advised that the Kelvingrove website is in the process of being “standardised” to fit NHS website guidelines to be more “readable” and “understandable” by all patients in our area (this requirement being audited by the ICB to ensure compliance). MA confirmed that the content should be as previously with only the wording and presentation of the web pages changing.

This is currently an ongoing process with the update being now being carried out by the Kelvingrove Practice Manager Simon Hartland (SH) as he has taken over the management of the website from MA.

MA also responded to group comments regarding why the system for booking appointments, obtaining prescriptions or test results now go to web pages where there are two options for online access using the 'NHS app' or 'our online access'. MA advised that both options work in the same way, and provide the same access to bookings and data, with the 'our online access' option offering a more straightforward process to get to the same end result.

- ***Est to ask SH to incorporate, into the PPG section of the Kelvingrove website, the summary of the work and tasks carried out by the PPG and issued by GP.***
- ***MA asked if any 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***

## **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 Kelvingrove Patient Questionnaire**

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

RL has set up the online version of the questionnaire using Google Forms and group members have used the online form to submit responses to ensure the system works (which it did successfully). RL and GP have updated the paper and online versions to make sure they are fully coordinated and results from both versions can be merged into a cohesive data set for analysis and reporting.

Data from returned paper questionnaires will be manually added by RL and GP to the data generated automatically by the online questionnaire, with the analysis and reporting of the combined data set then being processed automatically by Google Forms.

Using the data collected from the PPG members, to test the online process, GP showed the group how the output from Google Forms is presented in graphical form. The final reporting of all data will be in that format with the additional benefit that all the detailed data will be available in spreadsheet form for more detailed analysis if required.

- ***GP to produce a summary of actions which will need to be in place to allow the questionnaire to go live at the start of 2026.***

### **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 Dr Reids Update Regarding The PCN Patient Group**

Dr Reid updated the group on the PCN Patient Group (referred to in item 1 of these minutes) advising:

- The PCN Patient Group is not intended to be a “super PPG” but, instead, is to give the opportunity to have patient representation and input at Primary Care level.
- Patient representation will generally come from PPG members, but will also include individual interested patients from Practices who do not currently have an active PPG.
- The discussion will be at the level of strategic high-level planning of healthcare services rather than in relation to individual practices, or day to day matters, such as appointments.
- The new NHS Ten Year Plan is expected to generate a lot of change at Primary Care level and the PCN Patient Group will be in a position to be involved in the implementation of the changes at Primary Care level in our area.
- The three major changes coming from the ten-year plan which will impact at PCN level are:
  - Moving healthcare from treatment to prevention
  - Moving care provision from hospitals to Primary Care
  - Making healthcare systems and provision digital/electronic based
- All of these changes are massively significant and will provide both benefits and challenges to the provision of healthcare by the PCN.
- The changes will have to be rolled out as part of a larger level of integration with other health support services provided by local authorities and other health and support service organisations.
- In practical terms it is expected that it may be necessary to manage the total number of attendees for future meetings due to limitations on the number of persons who can be accommodated in the library building.
- The next PCN Patient Group meeting will be in January 2026 at Heanor library

**Date of the next meeting:** Thursday 22<sup>nd</sup> January 2026 at 1pm (Revised from 11<sup>th</sup> December 2025)

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