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Patient Participation Group (PPG)

MINUTES OF THE PPG MEETING ON 25TH MARCH 2026

1. WELCOME AND INTRODUCTION

Dr Roberts (chairman) welcomed the participants to the meeting and thanked them for braving the appalling weather. The meeting was attended by Mrs Smith (Assistant Practice Manager), Dr Walker (senior partner), three GP trainees and three patients. Apologies for absence were received from 6 members.

2. MINUTES AND ACTIONS FROM THE PREVIOUS MEETING

The chairman said that the draft minutes of the 8th November meeting were sent out soon after the last meeting and before the current meeting and all suggested amendments incorporated. The minutes were accepted. The actions from the last meeting were completed as follows:

- a) *Practice to have a staff chart with pictures in each surgery (CC).* The practice has now agreed this in principle but no staff charts were currently available.
- b) *Mrs Smith to continue providing the appointment information in a split form (any doctor/original 8 doctors) (AS).* This has been done and Mrs Smith very kindly sent me her notes in advance of the meeting.
- c) *Information on doctor's experience and working days to be updated on the website (AS).* This does not seem to have been done yet.
- d) *Obtain feedback on current non-confidential PCN matters from Dr Harvey (AS, CH).* The government contract has been renewed for 2026/2027.
- e) *Invite a PPG representative to attend the next Quality Team visit (AS, JW).* These meetings seem to have been delayed because of all the changes with the Integrated Care Board (ICB).
- f) *Check whether pressure needs to be applied to the flu vaccination injection point for patients on blood thinners (AS, vaccination nurse).* The nursing advice was that pressure should be applied for 3 seconds.
- g) *Practice to consider having a dedicated parenting notice board at each site with a PPG member to assist with the content (CC, IR).* Dr Walker said that this was a good idea but it had to be low priority at the moment until the remaining problems with the takeover had been resolved.
- h) *Check guidance on whether it was safe to have toys available in the surgeries (JW).* Dr Walker said that current guidance was to not have them as there was too high a risk of disease transmission.
- i) *Put appropriate PPG notices and joining forms on boards at each site (TR).* This was done and resulted in three new PPG members.
- j) *Book meeting rooms from 11.45 am to 1.45 pm on a Tuesday or Wednesday at four dates in 2026 of the practice's choosing (AS).* Mrs Smith booked three dates in 2026 for two hours so, for future meetings, we are able to give good advance notice and arrange speakers if desired.
- k) *Consider acting as PPG chairperson, secretary etc. (all PPG members).* This was for consideration under the PPG administrative part of the meeting.

3. PROGRESS WITH THE TAKE OVER OF ELMWOOD MEDICAL PRACTICE

Assistance with NHS app: There have been at least two sessions held at the Burlington Road (SMCB) premises to help with the NHS app. It was planned to have a Buxton wide session later in the year.

Any remaining Docman problems: After a considerable amount of staff effort, the problems with duplicate records have been resolved.

Is takeover now complete: Dr Walker said that the mechanics of the takeover are now complete. However, there is a backlog of medical reviews that could take up to 18 months to clear.

4. PRACTICE REPORTS

Recruitments / Retirements / Resignations: Mrs Smith provided a copy of her report in advance as there had been many changes in personnel.

Retirements: The Elmwood receptionist, Jane Austin, retired in December.

Trainees: The current and future trainees are:

- GP: Dr Thil Jeyakumar & Dr Sam Colman continuing, Dr Rebecca Calderbank (joined in February for 6 months).
- Foundation: Dr Vikram Mitra has been with the practice since the beginning of December and will leave for his next placement the week after the meeting. Dr Angharad Mears joins the practice in two weeks for a 4-month placement.

New GPs: There are three new GPs:

- Dr Anna Burton joined at the beginning of February working Mondays, Thursdays and Fridays.
- Dr Robert Dodds joined at the end of February working Tuesdays, Thursdays and Fridays.
- Dr Brown (who has locummed for the practice us for over a year) has now joined in a salaried role at the beginning of March, working Mondays and Wednesdays.

Maternity leave:

- Dr Spector-Hill is on leave until mid-July.
- Dr Alfieri returns from leave at the start of September.

Bereavement leave:

- Nurse Lucy has returned from bereavement leave.
- Nurse Emma Betts is hoping to return from bereavement leave at the start of May, reducing her days from 3 to 2 per week.

Changes in hours:

- Nurse Mair will be reducing from 3 to 2 days per week from the start of May.
- Georgia has completed and passed her Nurse Associate Training and will get her Nuring Pin in the next month or so. She has been out of the practice on Thursdays for the last 2 years and will be back from April.
- Nicola is adding a Thursday (to include the evening clinic) from April.

Recruitment:

- The previous week, the receptionist Eileen was appointed to train as an HCA. She will begin training in May/June and should be seeing patients by the Autumn.
- There is upcoming recruitment to support the management team.
- There are two upcoming Reception posts to backfill Eileen and whomever is appointed to the Management team role.

GP availability and identification: The days each GP worked, their specialisms and the staff charts were still to be provided.

Availability of appointments: The GP availability was currently as follows:

Appointment type	Any GP or Trainee	Drs Walker, Brennan, Harvey, Kozakis, Hayes or Reynolds
Routine GP F2F	17 days (Dr McCandless added 7 days ahead)	23 days
Routine GP Telephone	20 days	22 days

The nurse availability was currently:

Appointment type	Practice Nurse	Diabetes Nurse
Routine Nurse F2F	15 days	16 days (late added appointments) 21 days
Routine Nurse Telephone	15 days	24 days
Health Care Assistant	17 days	-

The blood test appointment availability was currently:

At SMCH / SMCB	At Cavendish/Cottage
2 days	Today & tomorrow

The chairman said that the GP and nurse appointment waits seem to have slightly improved and the blood test position was very good. Mrs Smith confirmed that the diabetes nurse appointments were all double appointments.

Feedback from PCN board meetings: Dr Walker said that the funding had improved slightly allowing for some increase in capacity.

Invitation to PPG to attend Primary Care Quality Meetings with the practice: Dr Walker said that an invitation to attend the meeting will be extended to the PPG.

Any other items: Dr Walker said that the current position for physio-therapy self-referral was very poor. There is currently a two to three month wait but practice can do nothing about it.

5. PATIENT PERSPECTIVE

Monitoring the practice's performance: The chairman said that the accurx friends and family text data was the most effective way of monitoring the practice performance and Mrs Smith was now able to resume sending him the data. The national GP survey was in progress (January to April) and may report in time for discussion at the next PPG meeting. The chairman said it was important that members report any issues affecting more than one patient to him so that he can raise them, anonymously, with the practice.

Removal of Cavendish facilities to Stepping Hill: Dr Walker considered that the removal of some of the local services to Stepping Hill hospital would be bad for the patients in Buxton. However, the facility removal has been postponed pending proper due process being carried out. The chairman said that it would be very inconvenient for things like diabetes retinography turning a 15-minute appointment duration into at least 3 hours with an awkward journey involved.

Joined Up Care Derbyshire: The chairman said that the next Joined Up Care Derbyshire meeting would be the following Monday where they will be focussing on support for Ashgate hospice and the results from a patient access survey.

Any problem areas: Apart from some patients going to the wrong SMC venue by mistake, no other problems were reported.

6. PPG ADMINISTRATION

Merger of the SMC and EMC PPGs: The chairman said that we now have four members of the EMC PPG in contact now and the word about the PPG seems to be slowly spreading.

Frequency and duration of meetings: We asked for four meetings but Mrs Smith booked three meetings with the practice present as it is a considerable drain on the practice resources. The chairman said that the PPG can have intermediate meetings without the practice present but there would have to be a clear purpose (such as agreeing a new constitution). Mrs Smith had done what was asked and booked the meeting rooms for two hours.

Content of meetings: There were no suggestions for additional items.

GDPR requirements: The chairman said that many organisations were tightening up on the GDPR requirements. He had modified the joining form so that patients sign their consent that their contact details can be used for PPG purposes.

7. AGREED ACTIONS

The agreed actions were as follows:

- a) Practice to have a staff chart with pictures in each surgery (CC).
- b) Information on doctor's experience and working days to be updated on the website (AS).
- c) Continue to obtain feedback on current non-confidential PCN matters from Dr Harvey (AS, CH).
- d) Invite a PPG representative to attend the next Quality Team visit (AS, JW).
- e) When time permits, practice to have a dedicated parenting notice board at each site with a PPG member to assist with the content (CC, IR).
- f) Review the practice results from the GP Survey (TR).
- g) Consider acting as PPG chairperson, secretary etc. (all PPG members).

8. DATE OF NEXT MEETING

The next meeting on Wednesday 15th July between 12 noon and up to 2 pm with the practice present for the first hour. The meeting will be in the Lower Room of the Buxton Methodist Church.

Minutes of the PPG meeting on 25Mar26 vs 26_06_01.docx