

PPG Agenda 5/8/2025

Peak and Dales Medical Partnership	Patient Participation Group AGENDA
Meeting Date:	Tideswell Surgery 5/8/2025 6:30pm-7:30pm
Attendees:	
Facilitator:	<i>Kerry Martin, Courteney Shimwell, Holly Wood, Kieran Guite</i>
Please bring &/or read:	

Agenda Items		Time Allocated
1	Welcome and Apologies	5 minutes
2	Introduction	10 minutes
3	Patients views on the ways appointments can be booked	10 minutes
4	Patient appointments/service lead	10 minutes
5	Patient carer champion	10 minutes
6	Ideas for groups for the PPG to undertake	15 minutes
7	Other administrative items	-----

PPG Agenda 5/8/2025

Peak and Dales Medical Partnership	Patient Participation Group MINUTES
Meeting Date:	Tideswell Surgery 5/8/2025 6:30pm-7:30pm
Attendees:	<i>Kerry Martin, Courteney Shimwell, Holly Wood, Kieran Guite, Peter Williams, Tracey Mollitor</i>
Facilitator:	<i>Kerry Martin, Courteney Shimwell, Holly Wood, Kieran Guite</i>
Minute Taker:	<i>Holly Wood</i>
Time Keeper:	

Minute Items		Time Allocated	Action by Whom	Date to be Actioned By
1	Welcome and Apologies Kerry Martin (Partnership Manager) welcomed everyone to the meeting.	5 minutes	--	--
2	Introductions Courteney Shimwell (Reception Manager) Holly Wood (Medical Secretary) Keiran Guite (Dispensary Manager) Peter Williams (GP and Partner) Kerry Martin ran through the Agenda with attendees before starting.	10 minutes	--	--
3	Patients views on the ways appointments can be booked It was mentioned by Dr Peter Williams that there are several demographics of different appointment types, some of these include; Triage, triage form, phoning in, coming to the reception desk, NHS app. We currently use a triage-based appointment system (a link can be sent via text message to the patient with a form to fill out) this is also available to access via our website. The triage form asks for an explanation as to what the problem is, and how we can help. It is then passed onto the on-call doctor where it will be triaged appropriately as to whether it is urgent, routine, whether the problem can be treated at a pharmacy, by an HCA (ect) Do not worry, if you are unable to access online the	10 minutes		

PPG Agenda 5/8/2025

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	Receptionists are trained to complete/fill out these forms for you. We had a big discussion over the confusion as to why there are 'no appointments left at 8am'. A patient mentioned that they came into Tideswell surgery at 8am, was told there were no appointments left but did eventually get an appointment with one of our HCA's later on that morning but was confused as to why there was no appointments available at 8am. Dr Peter Williams explained that it isn't that we have 'no appointments left', it just means we have nothing to book into. Our Triage system means that patients no longer need to come in/ring up at 8am to book an appointment, no matter what time of the day it is, we will still triage at any point in the day, and you will definitely get an appointment the same day or the next morning. Patients stated that they are worried that we are going to lose patients 'jump ship elsewhere'; because the majority of the community believe that they cannot get an appointment. We are trying to encourage more people to use the triage service at all times during the day and reminding them that this does not need to be at 8am. The NHS wants us to go 100% electronic access, 30% of attendees stated that this would be do-able for them however, it was discussed that for the older patients this would not be possible as they do not have access to technology/online, do not use or simply do not know how to use the NHS app. Our reception staff are trained in how to use/guide the NHS app and are more than capable of helping patients set up their accounts or show how to use the different aspects of the app. They can assist you if required. The NHS app releases appointments for patients to book into at midnight and 8am. Kerry Martin (Partnership Manager) raised whether it would be useful for the surgery to host 'drop-in sessions' for patients that need assistance with the NHS app and attendees agreed this could be useful/helpful. A patient asked the question of whether Airmid is still in use at our surgeries. Kerry Martin explained that Airmid is linked to our current clinical system (Systmone) however, the NHS have stated that they do not want us to use Airmid. Airmids' user functionality isn't particularly good, and patients are limited as to what they can do/see on there. There is no access to your own test results, documents or appointments whereas this information is easily accessible to view on the NHS app.			
4	Patient appointments/service lead Following the discussion of our Triage system, it was noted by Dr Peter Williams that the pharmacy can indeed prescribe and treat certain things. The majority of attendees admitted that they did not know this information but admittedly the advertising on this is poor. Pharmacies can treat and offer advice on the following 7 things: • Impetigo (aged 1 year and over) • Infected insect bites (aged 1 year and over) • Earache (aged 1-17 years)	10 minutes		

PPG Agenda 5/8/2025

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	- Sore throat (aged 5 years and over) - Sinusitis (aged 12 years and over) - Urinary Tract Infections (UTIs) (women aged 16 to 64 years) - Shingles (ages 18 years and over) Most pharmacies can also offer prescription medicine for some conditions without a patient needing to see a GP first or make an appointment. This is called Pharmacy First. More details on the above are on the www.nhs.uk website, however, the surgery does have posters including the relevant information which Kerry Martin (Partnership Manager) will arrange to be put up in our waiting rooms at both Bakewell and Tideswell. A patient raised their concern over recurrent occurrence of sending in their INR result not being actioned. The patient explained that they had given their INR result in to reception at the surgery – this was sent to the nurses team in error and not to the doctors. Courteney Shimwell (Reception Manager) explained that this has recently been discussed with the reception team. They are now aware that all INR results that come into the surgery need to be sent to the Doctors as urgent on the day and will be actioned the same day. Apologies were given for the error, and reassurance was provided to the patient.			
5	Patient carer champion Kerry Martin (Partnership Manager) expressed that we are currently in the process with our members of staff in getting involved with the Derbyshire Carers Association. This is a group that supports carers who look after a family member, partner or friend who needs help because of their illness, disability, frailty, mental ill health or an addiction. The care that they give is unpaid. Dr Peter Williams followed with that the Derbyshire Carers Association offer a support service to adults and young carers throughout Derbyshire. The services are created to support carers with the practical, physical and emotional impact of care giving. We currently have members of staff, including Jackie Beech (Care Co-Ordinator, Joan Mortan (Care Navigator), who are in the process of getting involved with the Derbyshire Carers Association, coming up with missions in that we can get involved in helping and supporting such as cafes, health checks, social gatherings. More information on the above can be found via their website www.derbyshirecarers.co.uk/daacss	10 minutes		
6	Ideas for groups for the PPG to undertake A patient stated that they are a member of a tea club in the Tideswell community. Further discussion was that it could be helpful for a member of staff at the surgery to attend the tea club to gather feedback on the views on the ways appointments can be booked.	15 minutes		

PPG Agenda 5/8/2025

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	It was agreed by attendees that this would be beneficial and is to be arranged.			
7	Other administrative items We discussed the transfer of documents/data processing from other hospitals such as Sheffield, Derby, Macclesfield ect... Dr Peter Williams explained that we do electronically receive letter/test results from Chesterfield and SOME from Sheffield however, a lot of Sheffield's; data has to be collected via email, post or downloaded. The newly introduced 'Derbyshire Shared Care Record' is very helpful in making accessing/sharing patients records with other/outside organisations a lot easier, however, there are still a few 'teething problems' as not all outside organisations use the same clinical systems making it difficult for the same information to be viewable and accessible to them. This is why the NHS is urging everyone to use the NHS app. Our admin teams are currently in the process of digitising old paper records to improve accessibility. Patients are able to review these via the NHS app. A patient attendee mentioned they discovered a document on their NHS app documents following a hospital admission from when they were 6 years old. Old paper records can contain crucial patient history from multiple past locations. Having all past and present data in one system helps avoid missed information and gives better continuity of care for patients. Healthcare systems do require records to be retained for years (sometimes longer) so digitisation helps meet retention requirements without endless paper storage. Kerry Martin (Partnership Manager) asked attendees 'what we are missing as surgery?' The main issue raised by attendees was that we need to 'get out there more' to help improve our reputation. It was discussed that there is fear that patients' are going to lose Tideswell surgery. Kerry also stated that she has heard this same information following discussion within the Tideswell community. Patients are concerned that there is 'never anyone here' at Tideswell Surgery and that the waiting room is generally empty the majority of the time. Dr Peter Williams explained unlike other surgeries, our appointments are timed (same time) and not staggered, meaning patients tend to come into the surgery at the same time and generally leave at the same time, meaning that our waiting rooms tend to be unoccupied. We also offer several telephone appointments, which is another indicator as to why the waiting room isn't always occupied. There is always a GP located in clinics at both Bakewell and Tideswell, however, they are not always in the building as they have home visits to attend during their clinic hours. A patient raised the length of our introduction message when calling the surgery. It was mentioned by Kerry Martin (Partnership Manager) that there did infact used to be an option to be able to skip this,			

PPG Agenda 5/8/2025

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however, due to a change in contact with the recorder of the message, this is not possible anymore. Kerry Martin is going to enquire into this however, to possibly change the length of the introduction message and/or the option the skip. It was discussed following an attendee asked the question 'why can't we just ring Tideswell Surgery anymore?' Kerry explained that we do now have just one phone line (We also have recently introduced a new phones system where it has now merged both numbers into one), although you can technically still ring the Tideswell number, it will just be directed into the current phone system and then go through to Bakewell. This is because before/during Covid we split the lines (our telephone answering line was based at Bakewell Surgery) and we used Tideswell Surgery for the poorly patients with Covid. This then followed onto the discussion where a patient explained that her daughter was running late to their out of hours appointment at Bakewell Surgery. The patient wanted to call the surgery to let the doctor know that they were running later, however, our phone lines close at 6pm meaning the call would not go through. Kerry explained that unfortunately, is it is impossible to call us during the out of hours due to our contract. Dr Peter Williams further explained that our out of hours clinics are spaced out accordingly, allowing the doctors' time in-between and reassured patients not to worry if they are running late. Advertising/communication of future PPG meetings – Although, we did advertise this PPG meeting a couple of weeks in advance on our Facebook group, other local Facebook groups, notices in Bakewell and Tideswell surgery waiting rooms; Bakewell and Tideswell Co-op and a text message was sent to all patients. It was raised by a patient that they did not receive much notice of the meeting (couple of hours before the start time of the meeting) after receiving the notification on the NHS app. Kerry explained that we are now going to start advertising our PPG meetings for the year. These will be held every other month, alternating between Bakewell and Tideswell. Details will also be sent via email to all patients. The next PPG meeting will be held at Bakewell in September (date to be confirmed).		Kerry Martin	31/08/2025

Kerry Martin to share personal email with all attendees for any questions attendees may have after the meeting – PPG minutes to be shared with all attendees.