

PPG Agenda 23/09/2025

Peak and Dales Medical Partnership	Patient Participation Group AGENDA
Meeting Date:	Bakewell Surgery 23/09/2025 18:30-19:30
Attendees:	
Facilitator:	<i>Peter Williams, Courteney Shimwell, Holly Wood</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	-----

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Peak and Dales Medical Partnership	Patient Participation Group MINUTES
Meeting Date:	Bakewell Surgery 23/9/2025 6:30pm-7:30pm
Attendees:	<i>Peter Williams, Courteney Shimwell, Holly Wood</i>
Facilitator:	<i>Peter Williams, Courteney Shimwell, Holly Wood</i>
Minute Taker:	<i>Holly Wood</i>

Minute Items		Time Allocated	Action by Whom	Date to be Actioned By
1	Welcome and Apologies Peter Williams (GP and Partner) welcomed everyone to the meeting. Apologies – Kerry Martin (Partnership Manager) Keiran Guite (Dispensary Manager) Sarah Long (Administrator)	5 minutes	--	--
2	Introductions Courteney Shimwell (Reception Manager) Holly Wood (Medical Secretary) Peter Williams (GP and Partner) Dr Williams ran through the Agenda with attendees before starting. Dr Williams then explained the purpose of PPG meetings; To gather feedback and suggestions from attendees/patients and for us to ask what we can do for you; for us to action on to improve as a practice.	10 minutes	--	--
3	Patients views on the ways appointments can be booked Dr Williams explained that from 1/10/2025; 100% of our appointments are to be on a triage only basis meaning our triage form is to be completed and will be all online. We have been doing partly triage for a while now (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) but there is currently still the option to ring in, come to the reception desk and book via the NHS app. The NHS app releases appointments for patients to book into at midnight and 8am. Our Triage system means that patients no longer need to come in/ring up at 8am to book an appointment, no matter what time	10 minutes		

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Minute Items	Time Allocated	Action by Whom	Date to be Actioned By
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. 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. We currently have several appointment types; • Pre-bookable • Pre-bookable on the day • Pre-bookable online (NHS app) • Urgent on the day Attendees expressed concerns over the fact that not everyone is able to access online, especially the elderly. It was explained that if you are unable to access online the Receptionists are trained to complete/fill out these forms for you. Our reception staff are also 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. Dr Williams explained that this was also a big discussion at our previous PPG meeting in August at Tideswell surgery and at the time it was 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 – Attendees tonight also agreed to this. Attendees stated that they would much prefer a multiple-choice approach to appointment booking; like the one we currently have in place. It was raised whether patients could ask/request who they have their appointment with? Dr Williams explained that yes, this is possible, however it is difficult due to staff working patterns meaning appointments with preferred GP/clinician are not always guaranteed. Dr Williams further explained that the senior doctors do oversee the medical students we have during the appointment and GP trainees are always de-briefed at the end of the appointment. An attendee mentioned that they came in to use the BP machine in Bakewell reception, the machine then stated for the patient to book an appointment to discuss the results, but reception stated that the next available appointment would be 2 weeks away. The attendee was confused as the waiting room was empty and X2 nurses were walking about; so why couldn't we just arrange for a review then rather than waiting 2 weeks for an appointment. 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.			
4 Patient appointments/service lead	10 minutes		

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Minute Items		Time Allocated	Action by Whom	Date to be Actioned By
	It was noted by Courteney followed by Dr Williams that the pharmacy can indeed prescribe and treat certain things. Attendees mentioned that they had noticed posters in the Pharmacy about this. 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) • Sore throat (aged 5 years and over) • Sinusitis (aged 12 years and over) • Urinary Tract Infections (UTIs) (women aged 16 to 64 years) • Shingles (aged 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.			
5	Patient carer champion It was expressed to the attendees 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 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 Dr Williams also mentioned that we are keen to get a patient involved as a carer champion also, so volunteers are welcome for this role. Patient and attendee; Sara Haslam is keen – More information is to be discussed and shared. At our recent CQC inspection, CQC gave us outstanding within our ADHD/ASD; One of our members of staff has volunteered as autism champion and more information is to follow. It was noted that we would not be able to run this group until the lift at Bakewell is fixed.	10 minutes		
6	Ideas for groups for the PPG to undertake	15 minutes		

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	Dr Williams asked what ideas the attendees may have for the PPG to undertake; Attendees expressed that communication, knowing what is going on within both practices is important to them. It was discussed that we did used to have a newsletter printed which we did trial as electronic for a while but turned out to be too expensive and unfortunately, did not continue. It was discussed that it may be beneficial to start up the newsletter again but to be sent via email and this is not costly. Attendees agreed this would be beneficial. Potentially, we could try the local newspaper – Dr Williams explained that obviously, we would not be able to print a full newsletter in the newspaper but, the essential bits.			
7	Other administrative items Lift at Bakewell is out of order. To be fixed in time for next PPG meeting and Patient Carer Champion meeting. CQC – Our new report officially came out last week and is now available to view on the Peak & Dales Medical Partnership website. Attendees raised concern over reception staff attitudes; Courteney explained that as Reception Manager, she is fully aware of this. Courteney stated that the Reception staff have now been taking regular breaks/alternating job roles to ease the pressure of being on the phone all day. Attendees expressed how staff training in attitude may be effective; Courteney has made a note of this. Attendees were understanding. Dr Williams 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 Tideswell in November (date to be confirmed).			