

Meeting of the Darley Dale PPG on the 27th October at 2.00pm

Present: JC (Chair) GG (Secretary) NR, GS, JM, AB, JA, TS.

Representing the Practice: Clare Adams (Partnership Business Manager/ Practice Manager) Carrie Poole (Assistant Practice Manager)

Rick Gooch (Primary Care Network Operations Manager)

Apologies: Paul Tozer

The Chairman welcomed everyone to the Group and introductions were made. It was pointed out that there was no representative from the Youlgreave Practice and whether this could be remedied in any way.

The Chairman then went on to say that the group should provide a constructive link between patients and the Practice.

Rick Gooch then went on to outline the Aims and Objectives of the PPG which should add benefit to Practice life and not a fast-track way of getting appointments! We were there to identify issues within the practice and what we can do to support the practice for their benefit and which would add value to all patients.

The Practice would circulate a copy of The Best Practice Guide to all PPG members and the PPG Terms of Reference if requested.

He suggested the the PPG should set up their own email account and possibly a WhatsApp Group for which technical support would be available.

He also mentioned PPG Action Desk which could be manned by PPG members to 'catch' patients coming out after seeing a clinician and ask them to fill out a survey possibly asking if they were given 3 wishes what would they like to change or identify anything which might improve the service also the practice asked if this could be used to get up-to-date mobile/telephone numbers and email addresses and consent to use.

Our role would be education and knowing when the practice is doing well, compliments always boost morale and also mentioning where the practice could improve to the satisfaction of the patients.

Fund raising was also mentioned possibly to hold a surgery sponsored walk taking in all 3 practices this would be approximately 13.5 miles and it must be made clear where the money would be going.

To be in the surgery to help with the Friends and Family survey.

It was also noted that the were no ethnic minorities on the panel and how we could go about rectifying this.

The PPG page on the Practice website needs tinkering with to make it more relevant to the reformed PPG group and more user friendly.

Any Other Business:

There had apparently been some problems with a 3 monthly prescription from the Winster surgery but we were advised that there is a 28 day prescribing rule in this area but there can be flexibility and discretion if needed.

It was also asked if there could be a better system for reviewing medication bookings but this would not be an easy solution and would take time to sort out.

It would also be helpful if patients could be asked to bring medication to review appointments but it was pointed out that a new system was now in place and a 'tick box' which meant that this shouldn't happen in the future.

System1 was not going to be phased out and the NHS app would only be an addition.

JM offered to intercede with patients who have problems or make complaints on public platforms (eg. The Practice website)

AB suggested that future meetings might consider the PPG hosting workshops for patients (eg. Help with the NHS login, the NHS App, Lasting Powers of Attorney) and the PPG setting up a WhatsApp Group.

JA asked if we could start the next meeting with members describing briefly their professional backgrounds.

Dates for Technical Session to be agreed.

PPG email address to be sorted as a priority

Date of Next Meeting: 26th January 2026 @ 3.00pm