

## MINUTES OF DARLEY DALE PPG HELD ON 27TH APRIL 2026.

Present; JC. (Chair), GS. AB. JM. TS.

Representing the Practice: Carrie Poole (Asst. Practice Manager).

Visiting: Chris Elkin (PCN Data and Digital Transformation Lead).

Apologies were received from JA, GG, NR.

The Minutes of the meeting held on 27th October 2025 were approved as a true record and signed by the Chair.

### 1. Matters Arising

#### i) PPG email account.

The attempt at the last meeting to create a PPG email account had been unsuccessful.

It was noted that other PPG's have found an email account a successful medium to liaise with other patients.

CE agreed to take away a guide from a Leeds PPG group on set up and implementation of a PPG email account and advise at the next meeting.

#### ii) Google reviews.

The Darley Dale Google review score had improved from 3.2 at the date of the last PPG meeting to 4.2. - an improvement of 31%. JC thanked other PPG members (and their contacts) for their contribution to this improvement and asked for further efforts to reach our target of 4.8%. CP said the improvement was much appreciated by Practice staff. She noted that Winster and Youlgreave surgeries had scores of 5 and 4.9 respectively.

iii) NHS App. This would be on the next meeting agenda which CE would address.

#### iv) Medication reviews.

It was noted that a pharmacist was on permanent Practice staff to assist with med reviews if asked. CP confirmed that routine med reviews should take place before patients requests for meds are declined.

v) Ethnic minority and Youlgreave representation on PPG. There had been no progress on either of these fronts. CP would investigate using the relevant village magazines to invite interest.

## **2. Sponsored Walk.**

AB was the only PPG member able and willing to undertake his proposed 13.5 mile walk, and there was reluctance among other members to fund raise, and it was agreed not to proceed.

## **3. PPG desk.**

Discussion suggested that patient interaction might be sought as patients left a consultation and possibly at the intersection of the corridors linking the waiting and consulting rooms.

CP would investigate if this would be acceptable and workable within the Practice.

The next meeting would agree the questions to be asked, probably based on the existing Friends and Family form.

CP agreed to summarise the results of a Patient Survey conducted at a recent Saturday clinic - this would be circulated with the agenda for the next meeting.

## **4. Any Other Business.**

i) Recent change in appointment procedure.

CP outlined the circumstances behind a change in making appointments necessitated by an unworkable volume of Anima submissions.

From 27/4/26 urgent requests should be made by phone when a timed or "sit and wait" appointment would be made for the same day.

Routine requests can still be submitted for triage through Anima which will be reviewed within two working days.

ii) CP would investigate if details of new campaigns or processes could be published for patients in local press - Youlgrave 'Bugle', Winster Parish Magazine & Darley Dale News.

iii) CP would instigate a review of how patients are recalled for covid/flu vaccinations etc. Is this done in alphabetical order - if so can this be changed to something more equitable? (\* Carrie subsequently advised that invitations for vaccination are prioritised by clinical risk not alphabetically by name).

**Date of next meeting: Monday 24th August at 3pm.**