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| cropped-smc1 | **Stewart Medical Centre**  **Patient Participation Group**  **MINUTES OF THE**  **PPG MEETING**  **ON 3rd JUNE 2025** |  |
| **Stewart Medical Centre**  15 Hartington Road, Buxton, Derbyshire,  SK17 6JP | **SMC PPG**  **6-Jun-25** |

# WELCOME AND INTRODUCTION

Dr Roberts (chairman) welcomed the participants to the meeting. The meeting was attended by Mrs Smith (Assistant Practice Manager), Dr Walker (senior partner), seven patients from Stewart Medical Centre (SMC) and two from Elmwood Medical Centre (EMC). Apologies for absence were received from 4 members.

# MINUTES AND ACTIONS FROM THE PREVIOUS MEETING

The chairman said that the draft minutes of the 4th February meeting were sent out soon after the last meeting and all suggested amendments incorporated. The minutes were accepted. The actions from the last meeting were completed as follows:

a) Mrs Smith supplied details of the staff changes and these were incorporated in the minutes.

b) The chairman supplied updated PPG text to Mrs Smith and she loaded onto the website. The chairman said that all pages on the website showed a review date of 7-Sep-22 and the same creation date. This made it difficult for patients to tell when changes have been made. Mrs Smith said she would look into each page having an up-to-date review date.

c) A note and link had been put in the Practice News section of the website showing newcomers how to access the PPG text.

d) Notification of patients of when the takeover has officially occurred is discussed under agenda item 3.

e) The chairman said that he had sent an E-mail to Laura Haplin (Elmwood / GTD) on the 8th February asking her to pass on the SMC PPG Terms of Reference and the minutes of the last SMC PPG meeting to Elmwood PPG members. This did not happen.

f) No meeting of EMC PPG had been held since the 20th of January.

g) Although there had been no direct contact with Elmwood PPG to pass on any known deficiencies in the Elmwood building, one of the members was able to provide some information. The approach paths to EMC need to be levelled to provide better wheelchair access and SMC needed to be aware that the drains from nearby properties passed underneath the Elmwood land.

# PROGRESS WITH THE TAKE OVER OF ELMWOOD MEDICAL CENTRE

*Current expected timeline:* Mrs Smith said the estimated completion time was 2 to 4 weeks and the Practice Manager hoped that all the legalities will be completed by the end of June.

*Information for patients:* Mrs Smith said that, once takeover completion had occurred, the practice plan of action will be shared with patients. Dr Walker said that the main aims were to:

* Supply an extra GP and nurse alongside the existing staff whilst EMC was being run separately by SMC.
* Operate as an integrated team across both sites once the information technology (IT) allows it (EMIS only do updates two or three times a year and the practice has no control of this).
* Implement the SMC triage system with EMC patients.
* Make best use of the buildings available.
* Look at what additional services can be provided by the enhanced staffing.
* Make better use of the pharmacy.

*Effect of the 50% cut in administrative costs on the contract with the ICB:* The chairman said the Derby and Derbyshire Integrated Care Board are having to cut their administrative costs by 50% by October and this may affect whether the Joined-Up Care Derbyshire (JUCD) PPG network could continue. He asked if this was also affecting the takeover timeline. Dr Walker said that, at the moment, the effect was minimal

*Effect of the cut of some of the Quality and Outcomes Framework (QOF) targets on the funding of the practice:* Mrs Smith said that the funding was being maintained by transferring the money to the remaining QOFs. However, the targets had been made more difficult by, for example, changing 95% achievement to 98% achievement to receive the additional funds. She said that the practice was meeting the revised targets. In addition, the ICG has pledged to protect QOF achievement at its previous level for this QOF year to allow for any dip in meeting the performance targets caused by any previous poor patient care.

*Decisions made on use of the buildings:* No decisions have been made yet on how the buildings will be used.

*Next steps:* Mrs Smith said that there will be two main phases. In the first phase, SMC will get access to the building, the staff human resource files and the patient list and medical records. They will then be able to make a full assessment of what needs doing. Once the IT allows, they will then move on to phase two and provide a fully integrated service for patients. She expected that the text messaging service will operate as now with the addition that it will indicate the building in which the appointment will take place. The online booking system will also show this. She said that patients should expect a few glitches until the system had settled down.

# PRACTICE REPORTS

*Recruitments / Retirements / Resignations:* Mrs Smith said that the staff changes were as follows:

* Mel Kirkham has resigned to run her own business after 20 years at the Practice.
* Dr Spector-Hill will go on 1 year’s maternity leave from mid-July.
* Dr Rachael Dunn has been recruited and works Mondays, Tuesdays and Wednesday mornings.
* Nicola Vize has been recruited as a Practice Nurse from Thornbrook and works Tuesdays, Wednesdays and Fridays.
* Sue Jackson has been recruited as a Nurse Practitioner from Buxton Medical Practice and works Tuesdays, Thursdays and Fridays.
* Claire Ormrod will start as an Advanced Nurse Practitioner from July working Mondays, Tuesdays and Wednesdays.
* Clare Robinson and Lara Davenport have been recruited to Reception and will work 4-day weeks.

This will mean that the practice will have 13 doctors (plus trainees Dr Thil Jeyakuma Feb-25 to Feb-26, Dr Charles Azeke Feb-25 to Aug-25 and Dr Holden Feb-25 to Jul-25), 10 nurses and 21 reception/administrative team members. In addition, there are the EMC staff:

* Dr David Walton (1½ days a week),
* Nurse Kerry Prince (4 days a week),
* Phlebotomist Joanne Page (4½ days a week) and
* 7 administrators.

The chairman said that it was understandable that staff do not want their pictures on the website for security reasons but, with the influx of many new patients, there may be a need for a staff chart with pictures in each surgery. Mrs Smith said that the practice was considering this.

*Current appointment waiting times:*Mrs Smith said that, when she looked the previous day, the waiting times were:

* GP routine face-to-face: 1- 2 weeks
* GP routine telephone: 16 days
* GP on-call: same day
* Practice Nurse routine face-to-face: 1 day
* Practice Nurse Routine telephone: 4 days
* Practice Nurse on-call: same day
* Nurse Practitioner routine face-to-face: 18 days
* Nurse Practitioner on-all face-to-face: same day
* Health Care Assistant routine face-to-face: 11 days
* Blood Test at Cavendish/Cottage hospital: 15 days

There was some scepticism among the patients present about some of the routine waiting times presented. Mrs Smith said that, as the official takeover could occur anytime soon, one GP and one practice nurse was being held back each day for potential use at the Elmwood site. if not needed, these appointments were opened up at the last minute and hence, at the moment, the situation changed hour-to-hour and patients should try more than once to book an appointment if their initial try was too far in the future. They can always cancel the appointment in favour of a quicker one.

*Effect of the takeover of Buxton Medical Practice (BMP) by Derbyshire Health United on SMC patient numbers:* Dr Walker said that it was too soon to tell if there was a major migration effect although he did not expect a flood of new patients from BMP. Mrs Smith said that she thought that, so far, only a very small number of patients had transferred to SMC. The current SMC patient number was about 11,500 and the EMC 5,500.

*Timeline for winter vaccinations:* Mrs Smith said that she expected the schedule for winter vaccinations to be the same as last year i.e. September / October. The dosages required were an educated guess and an order for flu vaccines had been made last November with the Elmwood takeover being taken into account. Covid vaccines are ordered much closer to the time. The chairman queried whether the covid vaccinations would be at the practice or at a pharmacy. Mrs Smith said the practice were only allocated about 20% of the required doses during the Spring Booster campaign and hence most of the Spring vaccinations were at a pharmacy. However, based on previous years, they hoped to get enough doses for the winter vaccinations and expected to be able to give patients the choice of having their covid vaccination at the flu clinic.

*Use of Artificial Intelligence programs by the practice:* The chairman said that JUCD have been pushing the use of AI programs, such as Microsoft Copilot, to help with administration. He queried whether the practice had any plans to use this or any medical specific AI programs, such as Heidi for medical notes, in the future. Dr Walker said that there were no plans at present but there was considerable pressure to make the NHS service more impersonal. He wanted to maintain the human touch for as long as possible. The chairman said that it was even more important that patients be able to see their doctors’ notes if they were AI generated. Mrs Smith said that patients have been able to see the notes since October 2023. A patient queried how corrections could be made to the notes. Dr Walker said that medical errors were corrected immediately on being pointed out but administrative errors, such as patients did not attend a hospital appointment when they did, may not be corrected.

*Any other items:* Several patients reported problems with obtaining physiotherapy appointments. Dr Walker said the situation was complex as there was both an assessment service and a routine exercise service and it could be difficult to get rapid access to the routine exercise service. He hoped that the situation would improve soon.

# PATIENT PERSPECTIVE

*GP Survey and Friends and Family Test data:* After each appointment, every SMC patient gets a text asking them to rate their appointment experience from very good to poor, give the reason for their rating and add any suggestions for improvement of the service. About 10% of patients (ca. 600 each month) reply to this and the practice examines the responses carefully to identify any problems and where action is required. The data is anonymous and is passed on to the chairman so that he can monitor the data from a patient’s point of view. The chairman had circulated a brief report on the 2024 accurx data. Apart from a minor blip last April, the results were very good. The chairman said that the 2025 National GP survey results will be published on the 10th July and he would circulate the summary report when it was available. Mrs Smith has already provided the accurx data for January, February and March (the period over which the national survey is taken) and the data suggested that there should be no nasty surprises.

The chairman had also circulated the summary of the feedback on the Derbyshire NHS 10-year plan and the engagement report on improving women’s health. Both summaries gave links to the full report if patients were interested.

*Going digital:* The chairman said that the government is encouraging all parts of the health service to go digital. In particular, for patients to use the NHS app. He said that, last year, Sett Valley held a very successful workshop showing patients how to install and use the app. Dianne Travis, chairperson of the Buxton Medical Practice PPG, had E-mailed him to say that there will be a similar workshop in St. John’s Church, Buxton on the afternoon of Friday 26th September. This will be advertised closer to the time.

# PPG ADMINISTRATION

*Merger of the SMC and EMC PPGs:* The chairman said that the next SMC PPG meeting will be on 4th November. By then, he expected that the SMC and EMC PPGs will need to have merged. The current SMC Terms of Reference date back to 2015 and require updating. He suggested that there be a joint meeting of the PPGs around late September time to agree a revised draft of the Terms of Reference and the Way of Working. He said that, if the Elmwood PPG members could supply Mrs Smith or him, with their E-mail addresses, this would facilitate setting up the meeting. Representatives of the practice need not attend the meeting although, of course, they would be welcome. He asked that, if the PPGs can agree a date, the practice book or provide a room for the meeting. This was agreed by the practice.

# AGREED ACTIONS

The agreed actions were as follows:

1. Once completion has occurred, share the practice plan of action with patients (AS).
2. Practice to consider having a staff chart with pictures in each surgery (AS).
3. Circulate the summary National GP Survey report when it was available (TR).
4. Circulate the advertisement for the Buxton NHS app workshop when it is available (TR).
5. EMC PPG members to pass on their E-mail addresses to [smcvppg@gmail.com](mailto:smcvppg@gmail.com)
6. Arrange and hold a joint meeting of SMC and EMC PPG members (all).

# DATE OF NEXT MEETING

The next meeting will be held on Tuesday 4th November 12 noon – 1.00 pm in the Lower Room of the Buxton Methodist Church. There will be an intermediate joint SMC and EMC PPG meeting to discuss Terms of Reference and Ways of Working at a date to be determined.

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| *E-mail recipients of documents are requested to bring their copies with them to the next PPG meeting.* |

*Minutes of SMC PPG Meeting on 3Jun25 vs 250606.docx*