

Minutes of the Friends of Buxton Medical Practice Patient Participation Group Meeting 15/04/2026

Present: Serena (BMP); Dianne, Jane and Lizzi (PPG); Jess McFall (High Peak Social Prescribing)

Apologies: James and Jean

Review of Minutes from previous meeting 15/10/2025:

GDPR is on the agenda.

A Patient Charter was to be put on the web site. A link in the footer 'You and your general practice' will take you to the NHS England website <https://www.england.nhs.uk/publication/you-and-your-general-practice/> where you can read and download the guide on what to expect from your GP.

Social Prescribing

- Jess explained that there is now a team of 11 Social Prescribing Link Workers who are funded by the High Peak Primary Care Network (PCN). Their job is to provide support for people who have problems that require non-medical interventions such as loneliness and isolation. As well as a better outcome for the patient, these interventions can result in a significant reduction in GP appointments which has helped secure funding.
- The team includes Link Workers with a range of backgrounds and skills. One of the team worked in the prison service and has experience helping drug addicts. Caroline uses the Emotional Freedom technique (<https://eftinternational.org/discover-eft-tapping/what-is-eft-tapping/>) to help reduce anxiety e.g. in children who are reluctant to attend school.
- Referrals for social prescribing can come from various teams, not just GPs. Last year there were more than 700 referrals. The Children and Young Person's Service take referrals for children over the age of 14 and up to 25 (if they have an Education, Health and Care Plan).
- The person referred has to consent and to understand what the service can and can't do to help them. The service is not for people with critical mental health issues. The social prescriber assigned to the case will arrange to meet the person in a suitable location and work with them to identify what kind of support they need. This can involve making connections with other services such as Citizens Advice, Housing, Volunteer groups, Leisure centres.
- Although interactions with social prescribing are intended to be for a specified period, support is not cut off if still needed and can last for years.
- Jess provided leaflets for adults and children which can be reproduced by BMP.

Practice Update

- Serena explained that DHU have adopted the NHS Friends and Family test form and added some questions of their own. **This is to be discussed at the next meeting.**
- The appointment booking system is to be reviewed.
- Dr Jeff Haddon is retiring on 20th May after 30 years. Dr Stacey Walklett is doing 4 days per week and will share the Clinical Lead role with Dr Tom Miller. Dr Marianne Doe has returned to work

after maternity leave. Dr Shona Kohlhardt who mainly works in DHU's practice in Eyam is doing one day per week in Buxton starting 16th April. Another doctor should be starting soon and an Advanced Care Practitioner (ACP) is starting on May 8th.

- Shona Wragg is now job-sharing the Practice Manager post with Serena and a new receptionist has just started.
- New notice boards have been installed along with a new front door and signage. The roof is to be repaired.
- With respect to AI and the smart triage systems (like <https://www.rapidhealth.ai/primary-care>), BMP was looking at AccuRx Total Triage but that was put on hold when DHU were taking over. BMP are now looking at triage systems again. The choice will mainly be based on compatibility with the existing structures.

GDPR

- James has produced a proposal for the system for maintaining a database of contact details for the Friends of Buxton Medical Practice (BMP Friends) to be reviewed by Paul Couldrey (DHU's advisor on information governance).
- BMP Friends is not the PPG as friends do not have to be BMP patients, they could be carers or anyone interested in healthcare in Buxton.
- The BMP Friends website will be hosted by Ionos who handle lots of websites for shopping etc that require ISO and CE compliant security. James will be the data controller.
- James to let Serena know how much he pays for the service. If the amount is not high, Serena should be able to reimburse him from petty cash.

Derby and Derbyshire PPG Network meeting

- Dianne attended a meeting on 30th March. Ian Anderson shared the response from the Derby and Derbyshire Integrated Care Board (ICB) to the concerns raised by the North Derbyshire PPG regarding Ashgate Hospice. It wasn't clear if the future of the hospice was secure, but the contribution from the PPGs was acknowledged.
- The Inspire Health Survey was also discussed but as only 1% of those surveyed had responded we agreed that nothing could be drawn from the results. If we do carry out any surveys, we will have to find ways to get proper representation.
- Although the Primary Care Network (PCN) has been wound up, Neighbourhood Alliance meetings, held monthly at the Cavendish Hospital, are open for anyone to attend and it might be worth someone from the PPG going along.

Dates of next meetings

- 15th July 2026 and 18th November 2026.

AGM

Review of 2025

- The PPG held 4 meetings. The April meeting was predominately about DHU taking over management of BMP.
- There were no newsletters in 2025. Now that things have settled down after the changes in management and staff, we could produce a newsletter about DHU and the BMP team.
- The main activity last year was the successful NHS APP event at St John's with collaboration from Zink, and training and support from Glossop Bureau.
- We continue to work through issues with GDPR restricting direct communication with patients.
- BMP PPG was collaborating with other PPGs within the PCN, but this has now disbanded. Dianne has maintained quarterly contact via Teams with the Derby & Derbyshire ICB PPG Network to share information and best practice.
- The BMP PPG has continued as a Steering group.

Plans for 2026

- Finalise the Friends of BMP website to enable direct communication with patients who have given their informed consent for this purpose.
- Look at ways other PPGs have engaged with the wider patient group.
- Review the PPG terms and conditions