

Minutes of the Friends of Buxton Medical Practice Patient Participation Group Meeting 15/07/2026

Present: Serena and Stacey (BMP); Dianne, Jane, James and Lizzi (PPG);

Apologies: Jean

Review of minutes from previous meeting 15/04/2026:

- **Patients Charter:** A link in the footer of the BMP website 'You and your general practice' takes you to the NHS England website <https://www.england.nhs.uk/publication/you-and-your-general-practice/>. We could put it on the BMP Friends website too.
- Serena had not received the proposal James produced for the system for maintaining a database of contact details for the Friends of Buxton Medical Practice (BMP Friends). James has e-mailed the proposal to Serena who has passed it to DHU's new Data Protection advisor to review. The advisor is Bernard Seymour from Regulatory Solutions <https://regulatorysolution.co.uk/our-people/>
- James to let Serena know how much he pays for the website service.

New Clinical Lead

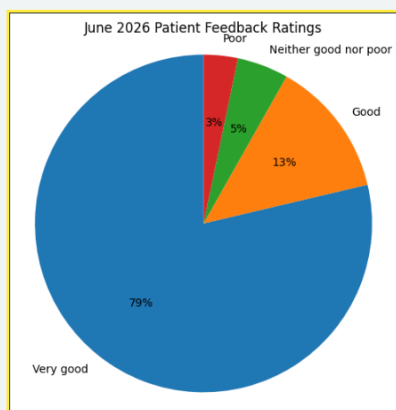
- Dr Stacey Walklett is sharing the Clinical Lead role with Dr Tom Miller. She was recruited directly by BMP. After medical school, Stacey worked in various specialties including gastroenterology and orthopaedics, and in respiratory high dependency care during the COVID pandemic, at King's Mill Hospital in Nottinghamshire and the Royal Derby Hospital. She also worked in histopathology at the Hallamshire Hospital in Sheffield before returning to Derby where she completed her GP training and has since worked as a GP across multiple practices in the area.

Stacey's interests include lifestyle medicine, cardiovascular health and early cancer detection. She is also interested in medical technology and innovation and is keen to explore ways to employ digital solutions to make the service more efficient and improve the experience of patients. One example is using AI to identify the need for background information and blood tests before the consultation, so time with the patient can be more focussed and effective.

Friends and Family test

- Results are posted on the BMP website. In June there were 67 responses.

June 2026 Family and Friends test results



- The FFT is a national requirement but there is no guidance on how patients should be approached. BMP has a box in reception. Shona also sends the test out to patients (selected randomly) after consultations.
- As feedback is anonymous, it would be difficult to use an on-line system because you wouldn't know that the test was completed by a BMP patient.
- The best time to encourage patients to give feedback is as they are leaving the surgery but that means it has to be quick to complete.

Practice Update

- Dr Jeff Haddon retired on 20th May after 30 years but is helping out on a zero hours contract.
- Patients are officially allocated to Dr Stacey Walklett, Dr Tom Miller or Dr Marianne Doe, but they can see any doctor. Additional hours are provided by locums.
- Recruiting is ongoing as the doctor who started in May had problems adapting to EMIS after years of using SystmOne and decided to move to a practice that uses SystmOne.
- Dr Shona Kohlhardt who was seconded from DHU for one day per week in Buxton is currently on a course.
- Some repairs have been carried out to the roof.
- We discussed making a Newsletter (or several) to explain the roles of the other members of the multidisciplinary team:
Nurses Helen Wren, Hannah Stokes and Susan Jackson
ANPs Georgina Powell and Emma Colling
HCA Christine Methnani
MSK Amy (BMP on Wednesdays) and John Forde (can be seen at other practices)
Social prescribers
Lizzi to contact Serena with a plan
- Claire, who was an HCA, is now a Nursing Associate and is registered with the NMC <https://www.nmc.org.uk/about-us/our-role/who-we-regulate/nursing-associates/>
She is training to be a nurse now.

Monitoring DNAs

- BMP is monitoring non-attendance on a monthly basis and publishing the data on the website <https://buxtonmedicalpractice.co.uk/news/monthly-dna-rate-update-the-importance-of-cancelling-appointments/>
- In June there were 129 DNA for 15 minute appointments, adding up to over 4 working days of clinical time.
- Patients are sent reminders about appointments but at present there is no communication regarding DNAs unless the practice is concerned about the patient's wellbeing.
- The only communication is a notice in the waiting room and the website.

- The message on the website is

Why this matters

When appointments are missed without cancellation:

- Valuable clinical time goes unused
- Other patients miss the opportunity to be seen sooner
- Waiting lists increase unnecessarily
- Staff time is wasted that could have been used for care delivery

- We discussed this and agreed that while a small amount of staff time is wasted on recording DNAs, the staff are able to get on with other important work so the emphasis should be on the appointments that could have been given to other patients.
- PPG to think about a short punchy message that could be displayed in the waiting room or sent out with the reminders.

GDPR

- Ongoing. It really needs to be sorted out soon so we can have a way to communicate with patients. Dianne shared a letter to Dr Miller from Frank making the same points from over 3 years ago.
- Serena suggested making the long gap between collecting patients e-mail addresses and actually contacting them into a positive message about having sorted out the GDPR so we can start a dialogue. Once everything is in place, the PPG will draft a message that the practice will e-mail put. Initially this will be to the patients who are already on the PPG list.

NHS App event for Stewart Medical Centre

- Held in the Methodist church from 1 to 3 pm. Similar numbers to the event we held last year. General agreement that we should hold another one at some point but the issue of proving identity needs to be solved. Not everyone who attended had a passport or driving licence.

GP patient survey 2026

- The GP patient survey is carried out annually by NHS England.
- 358 surveys were sent out and 108 were returned. It can hardly be representative as 108 patients is about 1% of the total. The 30% completion rate means the results are likely to be biased.
- Communication with the practice seems to be the main issue.
- The PPG should look at more effective ways to get (useful) feedback from patients once the website is running and people can join the Friends of BMP.

Date of next meeting

- 18th November 2026.

GP PATIENT SURVEY

Results from the 2026 survey

Practice details

Buxton Medical Practice

2 Temple Road, Buxton, SK17 9BZ

C81065 Practice code

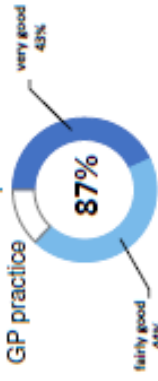
358 surveys sent out

108 surveys sent back

30% completion rate

Overall experience

Good overall experience of this GP practice



	Very Good	Fairly Good
National	77%	46%
ICS	76%	44%
		31%
		32%

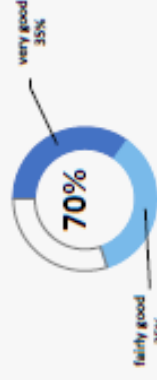
1 Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

Data by Ipsos

Buxton Medical Practice

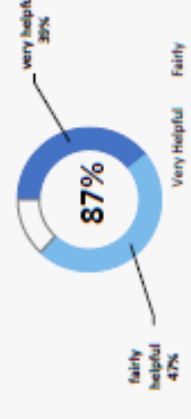
Accessing the practice

Good overall experience of contacting this GP practice



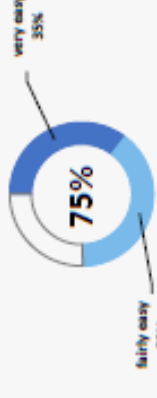
	Very Good	Fairly Good
National	73%	42%
ICS	68%	38%
		31%
		30%

Helpfulness of reception and administrative team at this practice



	Very Helpful	Fairly Helpful
National	85%	44%
ICS	84%	43%
		41%
		41%

Easy to contact this GP practice on the phone



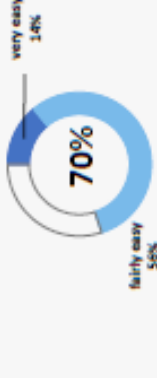
	Very Easy	Fairly Easy
National	57%	23%
ICS	51%	19%
		34%
		32%

Knew what the next step would be after contacting this GP practice



	Yes, knew next step	Yes, knew next step
National	84%	93%
ICS	82%	94%
		Yes, knew within two days
		Yes, knew within two days

Easy to contact this GP practice using their website



	Very Easy	Fairly Easy
National	58%	27%
ICS	53%	23%
		31%
		30%

Knew what the next step would be within two days of contacting this GP practice



	Yes, knew within two days	Yes, knew within two days
National	93%	93%
ICS	94%	94%
		Yes, knew within two days
		Yes, knew within two days



For more information about this practice, please go to: <https://onlinetoolkit.co.uk/DataAccess/PracticeDetails?Code=C81065>