

MINUTES OF DARLEY DALE PPG HELD ON 24th AUGUST 2026.

Present; John Caws (Chair) Gwendoline Green (Scty), Gill Stead, John Anderson, Ian Thurman and Dr John Orchard.

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

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

1. Apologies were received from Dr James Macfarlane. Norman Rimmell, Tony Symes [REDACTED]
2. Minutes of the meeting held on 27th April 2026 were approved as a true record and signed by the Chair.
3. Changes in PPG membership. The Chair welcomed Ian Thurman and Dr John Orchard (both of Youlgreave). All surgeries were now represented (Winster by GS and Darley Dale by the other members). Andrew Briddon had left the PPG.
4. Matters Arising:
 - i) Google reviews were at 4.3 for D Dale and 5 and 4.9 for Winster and Youlgreave. The D.Dale score had improved from 3.2 when the PPG reformed in October 2025 largely due to the efforts of PPG members and their acquaintances. This was appreciated by surgery staff - members were asked to keep up the good work.
 - ii) There had been no change to the appointments procedure since the last meeting.
 - iii) GS and GG said their local newspapers could be suitable vehicles for the Practice to communicate with patients in relative areas and would let CP have contact details.
5. Credas email account. CE reported that it is technically possible to have a dedicated email account but a protocol would need to be agreed and a viable system for administering it. He would give some thought to a protocol and the matter was carried forward to the next meeting.

6. NHS App. ■ had sent a written summary of why he would not use the NHS App on his iphone. His opinion was respected but members present all used the App that way and were happy to continue to do so.
7. Lasting Power of Attorney (Health & Welfare). CP advised that the Practice was launching a project to identify and address gaps in patient records relating to LPA's. The Practice need to know which patients have an LPA in place so that appropriate individuals can be involved in decisions regarding the patient's care when necessary. It was noted that LPA's can be complex and the existence of an LPA does not automatically mean it is active - an H&W LPA only comes into effect when the patient is assessed as lacking capacity to make relevant decisions.

It was noted that Respect forms could also be completed, usually with a Dr. present, and registered with the Practice.

8. Engagement with other patients. There was no obvious location for a PPG desk in the surgery at DDale - previous experience elsewhere was that short interviews could be held as patients were leaving after an appointment without the need to be seated. The object was to obtain feedback on patient satisfaction and a draft Review Form was discussed. CP would take comments back to assist with production of a final draft.
9. Any Other Business. i) CE outlined his aim to organise a meeting open to all Derbyshire Dales PPG's for an exchange of views and practice, and also to establish a number of Digital Champions to help others with the increasing number of IT related operations. There was support from members and CE would liaise with other PPGs and come back with a date, possibly in October.
ii) CP said that the company who designed and operated the Practice website had given notice of a termination of the contract within the next two months. IT expressed reservations about the current website and especially about a complete change in such a short time scale. He would send observations and suggestions to CP. He also suggested the names of PPG members should be stated on the PPG page of the Practice website.

iii) JC asked other PPG members to consider taking on the role of Vice Chair not only in case he was indisposed but also bearing in mind his tenure in the position will end next year.

DATE OF NEXT MEETING: MONDAY 30TH NOVEMBER 2026 AT 3PM.