**Item 1: Derbyshire Dental Plans**

**Presented by:** Miriam Doherty and Lisa Wain

Miriam and Lisa introduced the session, focusing on dental commissioning, achievements, access improvements, and future plans. They explained the transition of dental commissioning from NHS England to Integrated Care Boards (ICBs), which now collaborate with NHS England East Midlands to retain expertise while tailoring services to local needs.

* Derbyshire has over 100 NHS dental providers; patients can access any provider with availability, as dentists are not required to maintain patient lists or operate within catchment areas.
* Contract uplifts and “Golden Hello” payments are being used to retain and attract NHS dentists.
* Additional funding supports urgent care and services for high-priority patients, including children and vulnerable adults.
* A 4.1% increase in dental activity was reported, with 24,000 more units delivered than the previous year.
* Over 14,000 of Derbyshire’s 16,000 allocated urgent dental appointments have already been commissioned.
* Plans are being explored to deliver dental checks in special educational settings.
* Procurement priorities include minor oral surgery, clinical waste management, domiciliary care, interpreter services, and urgent care contracts.
* Public engagement efforts include updates via newsletters, network meetings, and a planned dental summit in September.

**Item 2: Primary Care Quality Team Update**

**Presented by:** Lisa Roberts and Jess Timmins

Lisa and Jess shared the latest GP National Patient Survey results and CQC ratings. Derbyshire scored 76% overall satisfaction slightly above the national average. While access remains a challenge, improvements have been noted. Jess provided an update on CQC ratings and explained how inspections are conducted to assess the quality and safety of GP practices. The ICB supports practices by helping them prepare for inspections, reviewing outcomes, and working with those rated as “Requires Improvement” to develop action plans and share best practices.

CQC ratings: 18 Outstanding, 88 Good, 5 Require Improvement, 0 Inadequate.

* Practices with low satisfaction scores are encouraged to conduct their own surveys and develop action plans.
* Participants raised concerns about the frequency and effectiveness of inspections.

**Item 3: Primary and Secondary Care Interface**

**Presented by:** Joanne Goodison and Katherine Bagshaw

Kath and Joanne introduced the Derbyshire Interface Group, set up in April 2024 which aims to improve how GPs and hospitals work together. They discussed the Red Tape Challenge, a national initiative to reduce unnecessary NHS bureaucracy and improve patient care.

* Focus areas include simplifying prescribing, improving communication, and streamlining discharge processes.
* Patient feedback is helping identify where coordination between services needs to improve.

**Item 4: GP Appointment Systems and patient experience**

**Presented by:** Ian Anderson

Ian raised the need to better understand and compare GP appointment systems across Derbyshire. He proposed a dedicated session to explore patient experience and system design.

Ian will share a paper with the PPG Network along with a suggested date for a dedicated PPG discussion around this topic.

**Item 5: Digital Healthcare Support Service**

**Presented by:** Emma Delany

Emma introduced the Digital Healthcare Support Service in Glossop, which helps patients and staff access and use online healthcare tools. She also promoted the upcoming NHS App training session.

* The service supports digital inclusion and confidence.
* A training session on the NHS App is scheduled for 29 July at 12:30 PM.

Hannah Morton to circulate the invite for the NHS App training session and send a reminder with the link on the day of the event.

**Any Other Business (AOB)**

**Actions:**

* Healthwatch Derbyshire issued an article on the [Government plans around the future of Healthwatch](https://www.healthwatch.co.uk/response/2025-06-28/government-plans-around-future-healthwatch) which includes a link to the BBC article referred to in the session.
* Healthwatch Derbyshire [Patient Participation Group Guide](https://www.healthwatchderbyshire.co.uk/reports-and-publications/patient-participation-group-guide).