



Lambgates Patient Participation Group

Venue: Lambgates Health Centre, Lower Ground Floor Meeting Room

Tuesday 17th February 2026

14:00-15:00pm

Attendees:

Chris R	Ann B	Stuart G	Elsie B	Maureen B
Eleanor PM	Debbie DPM			

Apologies:

Chris G	Chris H	Katie			
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Summary of discussions

1. Practice Update

Staffing updates

The practice welcomes two new GPs to the team:

Dr Bibby joins us as a GP retainer. This is a doctor who works a small number of regular sessions because they also have other commitments that limit the hours they can offer. Dr Bibby holds a role at the University. The retainer scheme allows her to continue practising in general practice while balancing her academic role, and the practice receives support to help make this possible. It's a way of keeping skilled GPs in primary care even when they can't commit to full-time work.

Dr Olowoyo joins us under the NHS ARRS scheme which helps practices employ extra staff by reimbursing most of the cost. Dr Olowoyo works as part of our usual clinical team, but her post is supported by this national funding. This allows us to offer more appointments and increase capacity for our patients.

Our nursing team continues to develop and grow. We are thrilled to welcome Clare Ley back following the completion of her Practice Nurse course. Both Jess and Clare have comprehensive training plans in place to further enhance their skills and increase the number of nursing appointments available in specialist areas such as immunisations, travel vaccinations, and contraception services.

Additionally, Paramedic Scarlett has begun contraception training, which will enable her to complement the services provided by Dr Trail and offer more patient appointments.

Trainees & Med Students

As you know, Lambgates is a training practice, and this remains a key part of our ethos. Many of our staff have progressed through the practice by taking advantage of the training and support opportunities we provide. Our Practice Manager, Eleanor, is a great example—she began her career here as an administrative apprentice.

As part of this commitment, we take on a wide range of medical students and GP trainees, who work under the close supervision of our main clinical team. Medical students may join us for periods ranging from one day up to five weeks, while GP trainees are with us for four to twelve months, depending on their rotation plan. Our next trainee changeover is scheduled for April.

Primary Care Network (PCN) Updates

Two new GPs are joining the Primary Care Network “Team Up” home visiting team, alongside Advanced Nurse Practitioner Lianne. This satellite team supports all Glossop practices and will provide additional capacity for housebound visits, helping to free up time for our GPs within the practice.

2. Premises

With the increasing number of clinical staff and trainees, the building is becoming very full, with most rooms now in use every day. As a result, we need to carefully review requests from external health agencies to use our rooms for clinics such as diabetic eye screening, AAA screening, and similar services. While we are keen to provide local clinics wherever possible to reduce the need for patients to travel, we must also be mindful of the limited space available.

We recently had an Infection Control visit and audit, but we have not yet had the opportunity to review the full report. An initial glance appears positive, and we will share findings/learnings at our next meeting.

3. Impact of GP Contract Changes from 1st October 2025-

We discussed these changes at the last meeting. Several months on, there does not appear to have been a significant impact in terms of increased demand. However, the changes do require a GP to review triage requests throughout the day. With the increased clinical staffing, this is currently manageable, but the situation is under continuous review.

4. Merger with Cottage Lane – current status

The legal paperwork and formal process for the merger are ongoing. While we do not plan to merge clinical systems and processes until later in the year, transition work has already begun as opportunities and situations arise.

With the departure of the Cottage Lane Surgery Practice Manager, Eleanor has taken on management of both Lambgates and Cottage Lane Surgery, supported by Debbie as Deputy Practice Manager. In addition, a salaried GP at Cottage Lane Surgery has moved on, and rather than recruiting a replacement, Dr Ahmed, Dr Trail, and Dr Olowoyo will be absorbing his hours at Cottage Lane Surgery. This arrangement provides an opportunity to begin the integration process, while also allowing the Cottage Lane team and patients to become more familiar with some of the Lambgates Health Centre staff.

5. Covid Spring booster & Immunisation programme

The COVID spring booster programme will again be delivered at practice level, following a successful winter campaign in which COVID clinics ran alongside flu clinics. This approach was well received by patients. The programme is due to start in April, and eligible patients will be invited in due course.

Additionally, there has been a recent change to the RSV vaccination schedule, which will take effect from April. We will ensure eligible patients are invited in line with the updated guidance.

6. Breast Screening Unit – February 2026

The Breast Screening Unit will be located in the Tesco car park from February 2026 until July 2026. Eligible patients will be invited by letter. If a patient does not attend their first appointment, a second invitation will be sent with a new appointment. Should they miss the third appointment, a final letter will be issued advising them to contact the screening office directly at 0161 291 4444 if they wish to rebook.

Patients aged over 70 can contact the Nightingale Centre directly to arrange a breast screening appointment, as they will not automatically receive an invitation. The contact number is 0161 291 4444.

7. Patient Experience

Our Patient Participation Service reports show that our list size continues to grow steadily. Despite this increase, patient satisfaction remains very high. According to the Friends and Family Test results, 99% of patients who responded to January's survey said they would recommend the surgery to their friends and family.

Since our last meeting, we have received five complaints. No common themes were identified; however, we continue to view all feedback and complaints as valuable opportunities to reflect, learn, and improve our services.

We would also like the PPG to be aware that, as a practice, we are fully committed to supporting and protecting our staff. We take any instances of inappropriate behaviour towards team members very seriously, particularly where protected characteristics are targeted or judged.

Where necessary, we have issued formal warning letters to patients whose behaviour has fallen below the standards we expect. Thankfully, these incidents are not a regular occurrence.

As a practice, we are unapologetically anti-racist and proud of our diverse team. We ask that all patients treat our staff with dignity and respect at all times.

8. AOB

Digital Engagement Sessions – We would like to sincerely thank our PPG member, Stuart, for organising and leading NHS App drop-in sessions at the practice. His time, dedication, and support in helping patients access and confidently use the NHS App are greatly appreciated. The Bureau is planning to run similar sessions across all practices in Glossop. Stuart highlighted that patients from Manor House and Howard Street experienced issues with the NHS App following the merger of those practices. He suggested we speak with Emma Delaney, Digital Health Lead at the Bureau, to explore how similar issues can be avoided when Lambgates and Cottage Lane formally integrate.

Practice Website – We would like to ask the PPG for your help with an important task. Regularly reviewing our practice website to ensure all information is up to date and all links are working is a time-consuming job, which we currently manage ourselves. We would be grateful if you could take some time to look through the website and let us know if you spot any issues, broken links, or outdated information. Your feedback would be a huge help in keeping the website accurate and user-friendly for all our patients.

Suggestion Box - The PPG asked whether the suggestion box in reception had been recently emptied and reviewed. It was acknowledged that this hadn't been done for some time. Since the meeting, we have now reviewed it and found some lovely compliments as well as useful practical suggestions. These will be shared with the partners for consideration, including the purchase of additional tall chairs with armrests.

Boots Pharmacy - One of our PPG members contacted us about a poster in Boots Pharmacy regarding plans to go "paperless" and raised concerns about the potential impact on our patients. We reached out to Boots, who responded as follows:

"Please be reassured that any future developments regarding prescriptions, or anything that might affect the patient journey, will involve keeping you fully informed and updated. If and when we move to a paperless system, we do not anticipate it having any negative impact on you or your patients. At present, this is not something we are aware of happening anytime soon."

We would like to thank our PPG members for their continued support and commitment to helping us improve the practice for all our patients.

Next PPG meeting date: Tuesday 19th May 2026