



## **Patient Participation Group Meeting Tuesday 11 December 2018 - 1pm Conference Room Glossop**

Present LA, IE, HB, JO, GA, JA, SH, CE, HT, LD, VM.  
Apologies RH AM

Prior to the meeting Charlotte from the Bureau explained to the PPG the role of the Community Navigators and also that the Bureau are rolling out 'Well-being in Practice' the aim of which is to help health services and local residents to work together.

The Bureau also supports other groups i.e. Shopping Companions, Dementia Group, Arts Projects, Carers Support and CAB.

Charlotte handed round leaflets which detail some of the services.

LA welcomed S. Shaw a potential new member to the PPG.

1. Minutes were read from the October Meeting, as the meeting in November had been cancelled.
2. The minutes were approved by JO and seconded by IE.
3. Matters Arising
  - information re text messages to patients about PPG activities, needs to be confirmed  
**ACTION HT will look into this and report to the next Formal Meeting.**
  - A system is in place now for PPG mail to be redirected unopened.
  - Putting information on the “white side” of prescriptions is now being carried out (when needed).
  - Discussions about the Main Waiting Area at Glossop being re-organised, will be held in the New Year
  - Discussions about the next Survey will be carried out in the New Year.  
**ACTION LD will consult with Partners to gain their ideas.**
4. Treasurer's Report  
This remains the same at £49.14p
5. Partner's Report  
Did Not Attend (DNA) appointments - a suggestion was made to follow Lambgates Surgery's Notice which thanks patients for keeping their appointment. Also text message reminders were thought to be very helpful.
6. GPNG
  - IE explained the group were putting a plan together for 2019.  
Wellbeing Events for 2019 will take place in:- April subject “Breathing”, July would be as previously involving other groups and in October the subject will be “Keep well for Winter”
  - Lambgates, along with all Surgeries, have had funding cuts.
  - Friends and Family Survey is still being carried out.

7. Newsletter
  - At the time of the meeting no Newsletters were available at Glossop - HT will put some on the Reception Desk.
  - LA will interview Lesley R. (Practice Nurse) for the newsletter.
  - A poem with a request for contributions to AM
  - JA will place a note in the Newsletter on DNA.
8. Prescriptions – Controlled Drugs
 

At the moment Controlled Drugs Prescriptions must be collected from the Surgery, the Government have agreed these can be sent electronically to Chemists, now this has to be implemented by the CCG and EMIS.
9. Walking Surgery
 

Dr Moore wants to encourage patients from MHS to join a walking group. She has arranged, with Nick Owen from Well Fit to hold Walks for Health on Tuesday 15 January and Tuesday 29 January starting from MHS Hadfield at 10 until 12 o'clock. "Red January" is being promoted by the Surgery to encourage patients to exercise every day and qualify for "Red Laces".

Another walking group has also started at 10 o'clock on Saturday mornings beginning at the tennis courts in Manor Park Glossop.
10. Poems
 

These have now been printed and AM will laminate them, back-to-back at A4 size and will place them on the tables in the waiting areas at Glossop and Hadfield.
11. Waiting Room
 

As stated in Matters Arising.
12. Bench on High Street East
 

While this was deemed to be a good idea, after discussion, the PPG agreed there would be maintenance issues, it may encourage groups to congregate at night and other issues were discussed which concluded in the issue being 'laid-to-rest'.
13. A o B
  - The PPG have received contact from TB who is now well on the way to recovery and states he would like to resume membership. The PPG members unanimously agreed.
  - There have been problems when patients have tried to telephone Glossop Surgery with some waiting for longer than 10 mins without being answered. Patients had also tried to get through to Glossop by going through to Hadfield first but this had also been unsuccessful.

**ACTION LD would speak to Jenny as this is totally unacceptable.**

Meeting ended at 2.45pm

Next Meetings

Formal Meeting	8 January 2019 at Glossop 1pm
Informal Meeting	28 January 2019 at Hadfield 10am
Formal Meeting	12 February 2019 at Hadfield 1pm
Informal Meeting	25 February 2019 at Hadfield 10am.