



Patient Participation Group

**Patient Participation Group Meeting
Tuesday 13 March 2018 1pm
Conference Room Glossop**

Present

Chair LA, VM, JO, HB, GA, AD, JA, CE, IE, SH, LF, HT, LD. (13 members)

Apologies

DR, AM, RH (3 members)

- 1 Minutes from meeting held on 13 February were read.
- 2 Minutes approved by JA and seconded by JO
- 3 The amendment as stated on the Agenda Item 12 (b) should read "more discussion between admin staff, PPG and Medical Practitioners".

Additionally at this point LA thanked Dr Dudbridge on behalf of the PPG and Patients for collecting and transporting blood from the Glossopdale Surgeries for testing during the bad weather.

- 4 The Treasurer's Report - balance of £49.14 remains the same.
- 5 Partners' Report

- The repairs at Glossop have now been completed and the reception area is clear.
- Booking on line for George Street Clinic is in the process of being looked into but the technology and the system needs to interact with all Surgeries in the Glossopdale area.
- On line access for MHS patients has suffered a backlog due to checks which are necessary. Should patients wish to access prescriptions and appointments this can be done instantly by reception staff, providing photo ID is produced. Access to Medical Records needs a detailed check and a form to be completed by the patient.

ACTION This information to be placed on Facebook and in the Newsletter

- The Partners would like a Survey to be completed in 2018 as this contributes to the CCG's inspection. The subject of the survey needs to be addressed - suggestions included Understanding of Urgent & Emergency, Health Life style and Healthy Eating.

**ACTION LD will look into subjects for discussion
PPG will discuss at next Informal Meeting**

- * Parental Consent, the name of the case is not yet known. As yet there is no written policy at MHS for this, at the moment the Doctor gains verbal consent by telephoning the parent at the time.

ACTION LD will find the name of the case from Dr Moore (Safeguarding Person at MHS)

- * Measles is becoming a problem in Glossopdale,

6 LF reply to PPG questions **this is attached at the end of the Minutes.**

7 NAPP National Conference in Nottingham. The cost has not yet been stated.

POST MEETING PPG has now been informed the cost will be £60 if booked before 23 April, £70 after this date, Admin and Medical staff from Surgeries the cost would be £120 before 23 April this will increase after this date.

ACTION VM to ask Dr's D & H if it is possible for the Surgery to fund two members to attend.

8 PPG Awareness Week - hopefully posters could be displayed at both Surgeries.

IE was asked if there was a possibility of the Neighbourhood Group producing information for all PPG's in Glossopdale.

ACTION IE to take this request to the next meeting and report back at the next Formal Meeting

9 Neighbourhood PPG - IE reported that, after a very interesting presentation on End of Life, the meeting focused on the Heath Event 'Keeping Glossopdale Healthy' on May 18th 11am-3pm at Bradbury House Glossop. Offers of help are being sought and a planning meeting will take place on 20th March to discuss details of the day. IE will collect any unwanted gifts and donations for the raffle.

Regarding the proposed eight intermediate care beds, which are to be funded at £250,000, - there is no firm plan for where they will be located or if they will be in one place. PPG will be updated as information becomes available.

10 T.V.Loop System in Hadfield - no up date available. A suggestion was made that the Bureaux may be able to help with information.

11 Notice Boards for PPG - There are notice boards but these are not very prominent at Glossop. Now there is a full complement of reception staff and, taking into account that the training for a receptionist is eight weeks, the responsibility for the notice boards at Glossop will be allocated to a member of the Reception Team who will liaise with JO. One staff member has expressed an interest.

ACTION LF will liaise with JO on the Glossop Boards and PPG will be kept informed

Hadfield Information Centre is looked after by JA & GA.

12 AoB

- National Diabetic Audit rated MHS 2nd and 4th out of 39 Practices.
- Dr Fitton has agreed to join PPG at the next Formal Meeting to speak about Heath & Well-being in advancing years.
- There may be an opportunity for John Galvin who speaks on LPA and Dr Fitton to talk on Exercise and the Older Person at the PPG Health Event no date arranged at the moment.

Meeting Ended 2.25pm

Next Meeting dates Informal Meeting 26th March 10.30am at Hadfield Site
 Formal Meeting 10th April 1pm at Hadfield Site
 Informal Meeting 30th April 10.30am at Hadfield Site

Continuation Page follows

Item 6 on the Minutes - confirmed by LF

Prescription Issues

1 What are the problems your staff are experiencing

– Patient expectations, early ordering of prescriptions, the many checks which need to be carried out, same day prescriptions

2 Are repeat prescriptions issued monthly or every four weeks

– Prescriptions are on a 28 day cycle, requests can be taken NO more than a week before the due date exception to this are holidays / hospital admission

3 Are repeat prescriptions being tied in date-wise with other prescriptions for the same person

– On request the prescription team are able to organise this

4 Is there a particular age group which are the most difficult to explain the prescription issues to

– The older age group are most difficult to explain to

5 Why have two monthly prescriptions been given to some patients and not others

– After a review by Dr's H & W it was decided to stagger the issue of prescriptions and hopefully gain a better control and oversight of prescriptions

6 Can patients ask for four weekly prescriptions instead of two monthly

– Yes this can be arranged, patients need to request 28 day prescriptions through the Prescription Team

7 How many people are on the prescription team and when are they available to take telephone enquires

– There are four trained Reception Staff on the Prescription Team, this is overseen by Lindsey and Jenny Pitt attend to any IT issue that occur. These staff all have other duties but are usually available throughout the day

8 Who now reviews prescriptions

- The G.Ps still review and authorise any and all patients medication

End ...

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