



Patient Participation Group Meeting Tuesday 8th May 2018 1pm Conference Room Glossop

Present LA, VM, IE, CE, DR, JO, HT, ZH, SH

Apologies GA, JA, HB, RH, AM, AD,

1 Minutes from meeting held on 10 April 2018 were read.

2 Minutes approved by IE and seconded by SH.

3 Matters Arising

Membership to NAPP has been paid by the Practice. The Certificate will be displayed when it arrives.

Post Meeting Certificate has now been received

As JA and LD were unable to attend the outcome of the production of a leaflet, with the explanation of payment for Private Medical Appointment / Certificates, is not known.

ACTION – Place on June Agenda

4 Treasurer's Report

This remains the same at £49.14.

5 Report from Partners

Dr Okonji will be leaving soon. The practice is looking at the possibility of a replacement.

Lesley Richardson is working towards Advanced Nursing to become Nurse Practitioner

Pam Astley - Nurse Practitioner works mainly in Glossop now.

Training for the new Apprentice, is going well. There have been positive comments on the way she interacts with patients.

ACTION ZH will inform the new apprentice of the positive comments.

6 Glossopdale Neighbourhood Patient Group

IE explained the role of the Neighbourhood Group.

The Glossopdale Wellbeing Event has now been arranged and members of MHS PPG have offered to help. IE asked they wear their ID badges. The event is to highlight the many groups and activities in Glossopdale and hopefully to encourage people to benefit from this information.

Another GNPG event will take place in October, this one being on a Saturday in the hope it will attract even more interest.

7 Data Protection at MHS

ZH explained the way our data is protected and the checks which can be made to ensure the safety of our personal information. Anonymous data can be collected which would not be traced back to the individual concerned.

There is the seven day access which, given the patient's permission, allows another Doctor to access information. This applies to appointments made for George Street Clinic.

Alison Bowler (AB) – Practice Manager – will know about 'op out' and be the best person to answer any questions we have.

If there was a data breach the Surgery would be aware of it and take appropriate action.

All reasonable care is taken to protect all patient information.

All 'log in ' information can be checked. Not all staff have the same access to records, they have the level which is required for their work.

Most Surgeries now use EMIS which is monitored. AB would have this information.

8 Health Event MHS

A provisional date - 4th July 2018 – Dr Fitton has offered to speak at this. After discussion it was decided a meeting with Dr Fitton and members of PPG would be an advantage in order to pitch the presentation at the correct level ie more practical than stats based. The PPG has also had an offer for information on LPA which was deemed to be a good idea, as long as this was broadened to explain this can be arranged and carried out by using the internet.

ACTION HT will confirm the availability of Hadfield Conference room, possibility of a Monday morning to meet with Dr Fitton. VM will then set up a meeting with Dr Fitton, LA and two other members

9 Appointments at George Street Clinic

These are being used more now as people get to know about it. This service covers Tameside and Glossop and is used almost 100% therefore it is now more difficult to get an appointment.

There is currently no system to make online appointments. This system is functioned by EMIS.

ACTION HT will ask Jenny Pitt – IT Manager – for update and keep PPG informed

10 Disable Access at Glossop and Hadfield

The doors are regularly in need of repair about every two or three days, at the moment the work is under warranty.

11 AoB

The last informal meeting was started at 10.am this seemed to have the approval of members.

ACTION HT will check to see if the time can be changed to 10am. and will inform VM

HT had received a request from the Practice Manager at Howard Street Medical Centre to ask if a couple of our members would be willing to talk to their group and share ideas.

ACTION HT will contact Howard Street MC to explain we are pleased to be asked and very willing to help. She will pass on VM contact details.

Chairperson asked if another survey is to be carried out, does the Practice have any suggestions to the content?

ACTION Partners to be asked

It was suggested the PPG look at ways to improve the patient experience within the Main Waiting Room at Glossop and better use of the space for patient information to be displayed.

ACTION PPG to give this some thought

Meeting Ended 2.15pm

Next Meeting Informal Monday 21 May Hadfield **10 o'clock**

Formal Tuesday 12 June Hadfield 1pm

Informal Monday 25 June Hadfield **10 o'clock**