



Patient Participation Group Meeting Tuesday 9 October 2018 - 1pm Conference Room Glossop

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

As the Chairperson was unable to attend the meeting was chaired by IE Vice Chairperson

- 1 Minutes from meeting held on 11 September 2018 in Hadfield were read.
- 2 Minutes approved by CE, seconded by SH.
- 3 Matters Arising

- JA has agreed to continue in the role of Treasurer.
- Use of text messaging for Health Events / PPG Survey etc.

ACTION VM to email HT and this to be on November Agenda.

- Text Messages to patients about Flu Injections. PPG asked what the criteria for text messages is, as there are patients who have not received a message.

ACTION VM to email HT and this to be on November Agenda.

- A "Connector" from the Bureau will speak to PPG members about this role at the beginning of the December Meeting.
- PPG mail received in the Surgery to be re-directed unopened.

ACTION VM to email HT for confirmation that a system has been set up for this.

LD was looking into the possibility of using a numbered telephone when contacting patients. ZH explained this was not necessary as, if any patient is concerned about receiving calls from withheld numbers, they should inform the Surgery who will note it on their record. Then the Surgery will dial a code before the patient's number which will show the number calling.

4 Treasurer's Report

This remains the same at £49.14p.

5 Partner's Report

PPG asked if we had received confirmation that information about appointments for George Street Clinic could be placed on the 'white side' of the prescriptions.

ACTION this to be put on November Agenda.

Extra stocks of Flu Vaccine will be available from 29th October.

PPG were asked if they would be willing to act as a 'buddy' for a patient who has had a Pacemaker fitted. Whilst we do not have a member with this we do have two members with substantial knowledge of patients with Pacemakers who would be willing to speak to patients if required.

There continues to be a large number of DNA (Did Not Attend) appointments. This is concerning to staff and PPG. Is there a possibility that this information could be displayed, put on Facebook or in the Newsletter. The information would need to be up to date.

ACTION place on November Agenda for up to date information to be available to go forward with this

6 GPNG

The meeting was attended by a member of the CCG who updated members about how the CCG works, its finances and priorities which need to be set – more information will be provided when available.

The Glossopdale Health Event on Saturday (13th October) on Wellbeing took a large portion of the meeting. There are to be 25 organisations taking part, which include the Police, the Bureau, Activities, End of Life information and the CCG.

7 Newsletter

If any member has any articles please send to JA.

8 Prescriptions

Patients are having their prescriptions changed to every 8 weeks without their knowledge. ZH explained if the patient wants their prescription every 4 weeks they need to inform the Prescription Team or Lindsay (Reception Supervisor)

By the end of the year CEP (Compulsory Electronic Prescriptions) will be in operation. All prescriptions will be sent to the patient's designated pharmacy. ZH explained that this will also apply to CD (Controlled Drugs) as there is to be a change in the rules for dealing with CD Prescriptions.

9 Poems

AM is in the process of arranging 10 poems into a format for the Waiting Rooms for the PPG to view in November / December.

10 Waiting Area at Glossop.

Members have discussed suggestions and possibilities to make the waiting room more patient friendly. The way forward now, would be to meet with LJ (Estates Manager) and a member of the cleaning staff to share thoughts, ideas and opinions and then put forward a floor plan.

ACTION VM to arrange a meeting.

11 PPG 2019 Plan.

Copies have been circulated, this may be added to at any time during the year. Any additions would need to be discussed with the Chairperson and set before the PPG.

12 Survey

It is hoped that the Survey could be carried out before Easter.

Suggestions for the 2019 Survey were :-

- On line Access,
- Compulsory Electronic Prescriptions,
- Advice given out by Reception Staff.

As this needs further discussion it will be discussed at the Informal Meeting in November, giving members time to consider the suggestions and to set a time scale.

ACTION to be discussed at the Informal Meeting 26 November.

13 AoB

CE gave an update on the film originally being made for the Hadfield Surgery. As there has been interest from all Glossopdale Surgeries, the plan now is to roll it out to every Surgery in Glossopdale. It is planned to be ready early 2019 and will be shown to PPG before it is rolled out.

Meeting ended at 2.25pm

Next Meeting

Informal Meeting 26 November 2019 at Hadfield 10am

Formal Meeting 11 December 2019 at Glossop