



Patient Participation Group Meeting

Prior to the start of the Formal Meeting LA welcomed Ann Kinder as a potential new member, apologies were received from Wendy Anderson another potential new member .

The Annual General Meeting held at Hadfield 11 September 2018 1pm

11 Members present 3 Apologies were received

The 2018 Report was circulated prior to the meeting, an addition to the report as follows
“The Newsletter which is very informative, is available at the surgeries and accessible on the Website, thank you to JA for the sterling work carried out to produce the Newsletter.”

A revised 2018 report will be sent to all members with the next minutes.

Election of Officers

Chairperson	LA will continue in this role proposed JO seconded HB
Vice Chairperson	IE will continue in this role proposed JO seconded HB
Treasurer	The meeting would like JA to continue in this role, JA is unable to be present therefore this will be addressed at the Formal Meeting in October
Secretary	VM will continue in this role proposed CE seconded IE
HB agreed to continue in the role of contact/ buddy for new members and Social Event Organiser for the Group.	

Tuesday 11 September 2018 - 1pm Conference Room Hadfield Formal Meeting

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

- 1 Minutes from meeting held in July were read.
- 2 Approval of the July Meeting Minutes by CE and seconded by IE .
- 3 Matters Arising
 - Item 6 HT was to check on the possibility of text messages being sent to advertise the Health Event etc.
 - It was noted that some patients have now received a text message reminder for the Flu Injection.
 - Item 6A LA has replied to Dr Fitton re attendance at a Conference.
 - Item 7 IE will make arrangements for a ' Connector ' from the Bureau to speak at the

November or December Meeting.

- AM will have available some poems to discuss at the Informal Meeting, format etc will then be decided.
- Date for 2019 Meetings already circulated
- List of members have been circulated for amendment and will be re-issued.
- Health Event was interesting and a very important topic, unfortunately the attendance was low. We heard patients could be referred to the Gym via The Bureau, but a problem arose as Doctors are being asked to provide a letter stating the patient is fit to take part. This is not acceptable .

ACTION LA will make contact with the Bureau to discuss the situation

4 Treasurers' Report

Remains at £49.18p

5 Partners Report

A Sports Day was held at St. Charles School the previous Sunday in memory of Dr. Wendy Potts. £1,000 has been raised. MHS were overall winners, this may become an Annual Event.

LD asked if a letter could be produced re patients being charged for certain procedures, letters etc.

ACTION LA will deal with this

Lesley is now an Advanced Nurse Practitioner working at Glossop Site.

Both HCAs remain unwell and unable to work. As temporary cover there is a locum HCA at Glossop.

6 GNPG

From the August Meeting IE reported that Peter Howarth, from Pharmacy, addressed the meeting on investigations being carried out to try to encourage patients to buy medications such as Paracetamol and Calpol.

A MacMillan Nurse explained the role at Tameside.

The Well Being Event will take place on 13th October at Bradbury House, Glossop. Plans are well under-way now, any members who can offer help please inform IE.

Discussion took place re 'Sharps collection and left over drugs '.

7 Addressed previously

8 Addressed previously

9 Questions previously submitted

- Severely Frail or Frail marked on patients records

LD explained this is now an NHS Care requirement based on age, medication taken, all conditions of the patient, hospital visits / admissions and is a computer calculation. Patients can check their status if they have on line access under Problems.

No medical information is given unless permission by the patient is given, this includes boxes ticked on official forms which are counted as permission given. These markers can be removed but the patient needs to discuss this with the Doctor

This system is being looked at by the Surgery

- Waiting Time for appointments

Having checked over the last two weeks there has been no waiting over 2 – 3 days the only exception to this is if a particular Doctor is requested, then the wait could be 2 weeks.

Just one third of appointments are available on line.

Reception Staff will offer appointments at George St Clinic, if they are available and relevant, only routine and none urgent appointments are seen at George Street.

Simmondley have information about George Street appointments on the “Information” side of their Prescriptions. Can this be done at MHS?

ACTION LD will look into this and report back

- Patients flagged as priority

Patients who have complex medical conditions are marked. In some circumstances these patients may need to be seen as a priority. The Reception staff have access to this information

- Withheld telephone number

The surgery uses a “withheld” number for security and confidentiality reasons. This can cause problems as some people do not answer withheld numbers and therefore turn up to appointments which have been cancelled or rearranged.

ACTION LD will look into the possibility of using a telephone number which is not allocated to the surgery in the same way as Tameside Hospital do.

- QOF Inspection

QOF is not an inspection as such but information gathering which is mainly achieved through information on records.

- 111 Service and George Street Appointments

This a completely different service from George Street Clinic and does not have access to the appointment system.

10 Film for surgery

CE reported the film is making good progress, it will include information on activities, hobbies, and many other issues. This will be edited to about 20minutes and will run on a loop system. All people involved have given permission to be filmed. It is expected to be ready in spring 2019, and may be made available to other Surgeries.

11 Newsletter

Any items for future Newsletters please forward to JA.

12 Making an appointment through 111 System has been dealt with in Item 9

13 Survey LD asked if the Surgery have any issues they wish the PPG to consider for the Survey to be carried out in Spring 2019.

14 A o B

- PPG mail is not being forwarded. The odd letter has been found already opened and left in the Surgery.

ACTION HT will put in place a procedure to have PPG mail redirected, unopened to VM as soon as it is received in the Surgery.

- VM received an invitation to attend Howard Street Medical Centre in August to speak about our PPG, how we work, the issues we deal with, and ensuring that members understand we are not a complaints forum. HSMC were impressed at the work we have completed, VM agreed to attend again if asked.

Meeting ended at 2.35pm

Next Meetings

Informal Meeting at Hadfield 24th September 10 am

Formal Meeting at Glossop 9th October 1 pm

Informal Meeting at Hadfield 29 October 10 am