

## PPG Chair report 2016 - 2017

This has been quite an eventful year. Members have worked hard to support the surgery as it undergoes changes and responds to pressures faced by the NHS both regionally and nationally.

In July 2016 we reluctantly accepted Angela Lake's resignation from the PPG as she had moved away from the area. Angela had been Chair of the PPG for several years. Her knowledge of the NHS, commitment and dedication to making the PPG a force for good made her an excellent Chair. She has been a hard act to follow and we miss her good counsel. In July 2017 we also learnt that Dr Susan Moore had decided to work part time and would therefore not be able to attend formal meetings. Dr Moore was instrumental in establishing the PPG in the early years and we are very grateful for all the enthusiasm and support she has given the PPG. Dr. Dudbridge will take her place. Jo Jenkins who was in charge of receptionists retired from this post in July and we are grateful for her regular attendance at formal meetings. Lindsey Francis is to take her place. In February 2017 we also received the sad news that one of our members, Neill Manchee, had died after a long illness. We are pleased to welcome Susan Hughes to the PPG.

In order to sustain the work of the PPG Irene Eastal became Vice Chair and Liz Armstrong took on the Chair in July 2016. Both agreed to work together and to swop roles in the future.

In August 2016 we learnt of the tragic and untimely death of Dr Wendy Potts - a very well-liked GP who committed suicide. This sudden loss of a well-respected colleague deeply affected staff at both surgeries and many patients. I would like to thank Valerie Mohan for representing the PPG at Dr. Potts' funeral. The inquest in November 2016 was adjourned by the Coroner in order to obtain further reports. The Coroner's final report was published in June 2017.

We have continued to hold Health Events. In October 2016 we asked Val Cochrane – the Glossopdale peripatetic Paramedic to give a talk about first aid, CPR and her role in the community. The talk was excellent but unfortunately, although well advertised, it was not well attended. There were several reasons for this – the main one possibly being that we held it later in the year than normal and it was a dark evening. It was agreed that future Health Events should be held in the summer when evenings were still light.

In July 2017 we held an event about Mental Health, focussing on anxiety and depression entitled: 'Helping yourself with your mental health'. This was a joint venture with The Bureau (previously known as The Volunteer Bureau) and Dr. Dudbridge. Various groups concerned with Mental Health came along - many thanks to Ruth Holt for organising much of this - and although we did not attract a huge attendance several patients said they had found the event very helpful. This event took a lot of planning and PPG members worked hard before hand and on the day organising practical details. I would like to thank everyone on the PPG for a great team effort in making the evening go well and Dr. Dudbridge, in particular, for her presentation and support.

Before this event, Julie Farley – the newly appointed Head of the Bureau – came in January to give us an update on their new website which gives access to 'Social Prescribing'. As a result of this, Manor House Hadfield became the pilot for Social Prescribing with 'Navigators' supporting patients who self refer as well as those referred by GPs. Sophie Glinka - the Integrated Self Care Manager from The Bureau came to discuss the above Health event and represented the Bureau on the night. Janice Imrie has also given feed back on the pilot. Julie Farley has now left The Bureau and become a lay representative on the CCG.

In February Dr. Dudbridge gave an impressive presentation of her re- organisation of the appointments system, introducing a method of triaging by receptionists to reduce the number of phone calls. Too many patients, especially Glossop patients, had complained that it was very difficult to get through to the surgery and book appointments. Results have already shown some improvement and the PPG has agreed to carry out a survey later in the year to assess how effective the reorganisation has been. Originally the survey was to take place in June but has been rescheduled to take place in September when flu vaccinations take place.

Prescriptions have appeared as an item on the agenda of nearly every formal meeting this year and problems with them have been discussed frequently at informal meetings. Confusion has arisen over electronic prescriptions and the role of pharmacists. Hopefully these teething problems will be ironed out and the NHS will benefit from a reduction in medication costs. There was initial disquiet over the inability of some patients to take repeat prescriptions to the surgery or use on-line facilities. But we have been assured that provision will be made for this small cohort of patients.

As several members of the PPG have left this year we have made an attempt to improve our patient recruitment system. Information about the PPG has been re-formatted and patients interested in joining will initially contact Louise Brackenridge who will pass on information to Valerie Mohan. Helen Blackett has then kindly agreed to contact interested parties and bring them along to a meeting.

We continue to produce excellent Newsletters several times a year - thanks to John Apthomas - and respond to comments in the 'Comments boxes' on both sites. As problems have arisen we have tried to be a positive link between patients and the surgeries and at all times to support the staff, both medical and administrative in their complex tasks in looking after patients. Although some of us at times feel we have no useful role I do think we make a difference to the quality of service provided at Manor House and I would like to thank everyone for their commitment and hard work all year.