



Patient Participation Group Meeting Tuesday 13 February 2018 1pm Conference Room Hadfield

Present Chair LA+ JO SH AD LB LD TB GA JA VM AM HT **11 Members**

Apologies IE CE HB RH **4 Members**

Chairperson LA welcomed AM to the PPG and HT will be covering LB during her leave period.

- 1 Minutes for January read, LA thanked IE for producing these as VM was unable to attend.
- 2 Minutes approved by JO and seconded by GA.
- 3 No matters arising as these will be covered in the agenda.
- 4 Treasurer's Report balance remains the same at £49.14.
- 5 Partners' Report - The surgery has employed two new apprentices.
 - The double yellow lines have now been reinstated on Manor Street Glossop. It is hoped this will make it safer (this is to be a news item to inform patients)
 - The hole, at the top of Manor Street Glossop, has now been repaired.
 - The ECHO Cardiogram service will continue at Glossop (this to be a news item)
 - LD explained that parental consent is now required when children are brought to the surgery, by another adult, for a vaccination.
- 6 NAPP Conference. We are still waiting to hear the cost of the Conference which is to be held in Nottingham. The PPG feel it would be advantageous for two members to attend. LA is unable to attend and asked if interested members would inform VM.

ACTION all members to consider

- 7 PPG Awareness week, this is to be discussed at the Informal Meeting 26th February.
- 8 Intermediate Care Report. There does not appear to be a clear Plan for this after the closure of Shire Hill Hospital.
 - Eight Nursing Beds to be provided in Glossop - location not yet identified
 - Home Services to be developed - no details
 - Physio staff and others presently based at Shire Hill Hospital - not mentioned.A great deal of discussion took place, the PPG understand that MP Ruth George has this situation very much on her agenda.
The transport issue has not been addressed,, there is no direct transport from Glossop to Tameside Hospital. People travelling to Tameside Hospital by public transport need to change buses and at best it takes around 50 minutes.
- 9 Use of George Street Clinic. Appointments are booked through MHS Receptions - these appointments are for evenings and weekends and only Receptions have access to book the George Street Clinic Appointments. The PPG asked if it would be possible to have on-line

booking. LB will ask but thought it would not be possible.

It was also stressed that this is not a walk-in centre, however it was mentioned that a walk-in centre is what Glossop needs.

- 10 On-Line Access. Patients who have applied for on-line access to records are having to wait weeks for the process to be completed. LB stated that this usually takes about three to four weeks as all the records have to be checked and third party issues need to be filtered, which is time consuming. LD agreed to look into this to see if there was any way that this could be made a more speedy process. On-line access to Prescriptions and Appointments is much quicker and easier as there is only the need for a password.

ACTION LD will look into this process

- 11 Newsletter Any information or articles for the Spring Newsletter to be sent to JA by the end of March.

ACTION all members

- 12 Survey. It is not now necessary to carry out an annual survey for the CQC Inspection, but this could be useful. After some discussion it was decided that if a Survey was to be carried out in 2018

- a) more notice would be needed
- b) more discussion between the admin staff and PPG members
- c) PPG would look at and set the questions
- d) all patients must be able to access information

2017 Survey

LA thanked LD for the report on the survey, LA summarised the results for the Newsletter / Website and thanked all who had helped.

One issue which stood out from the survey was the misunderstanding of URGENT and EMERGENCY. It was agreed that this needs further discussion and clarification.

ACTION LD will discuss with Partners if a Survey is needed / wanted in 2018

- 13 Planning targets for 2018, these are

- Dr Fitton to speak to PPG and also speak at the Health Event
- Privacy at Hadfield and use of TV
- MHS Health Event possibly in June / July
- HPNPG Health Event in May

ACTION these to be discussed at the Informal Meeting 26 February

AM will research the possibility of a TV loop set up with the opportunity to show Medical issues and also keep fit opportunities in the area.

ACTION AM will report to next PPG formal meeting

- 14 AoB Prescriptions. There still appears to be confusion about Prescriptions.

ACTION Reception Supervisor will attend next Formal Meeting to answer questions

ACTION PPG Members to email questions to VM within the next two weeks. These will be forwarded to Reception Supervisor after the Informal Meeting

- The Provisional Report from CQC on Hadfield is good, MHS are waiting for the final report
- From the PPG Box in Glossop – a patient asking for extractor fans to be installed in the waiting rooms because of germs etc. It was stated that a fan would not help to eliminate germs etc. The PPG or the Surgery are unable to reply to the person who made the comment as no contact details were given.

Meeting ended at 2.30pm

Next Meetings Informal Meeting 26th February Hadfield Site 10.30am

Formal Meeting 13th March Glossop Site 1pm

Informal Meeting 26th March Hadfield Site 10.30am