



**Patient Participation Group Meeting
Tuesday 18th April 2023 - 1pm
Conference Room - Glossop**

Present JA, GA, EA, IE, HB, CE, PP, Dr LD, LF, VM.
Apologies SS, LB.

1. Minutes from 14th February were read and approved

2. Proposed as correct IE and seconded PP.

3. No Matters Arising

4. PPG Update

- a) Approximately 15 new members have attended meetings. The Tuesday 6.15 – 7.45 pm meeting time is working very well. The structure of the groups has developed with both groups attending at the same time. This has provided better communication and feedback. Items from the feedback discussions will be included in the Agenda for Formal Meetings.
- b) LF has offered to attend the meeting on 23rd May, to explain her role and answer questions.
- c) A question was asked about the use of the MHS Facebook Page. It was reported that there are approximately 3,000 followers. Responsibility for managing the page is with Dr.Du, Dr.M, and JP, and is mostly used to provide health related information from other sources (eg Glossop Health Team Covid vaccinations) and MHS specific information (eg immediate issues – closures or IT difficulties).

5. Surgery Update

a) Merger with Howard Street Medical Practice

Victoria Townley, currently Practice Manager at HSt, is the Locum Practice Manager for MHS spending one day each week at MHS. After October VT will be Practice Manager for the three sites – Glossop, Hadfield and Howard Street.

Staff from the three sites are already working across all sites.

It was asked if there was any way the PPG could help with the merger which will take place in October. A possible meeting with the Practice Manager and Howard Street PPG was suggested

b) Prescription requests from pharmacies

Most pharmacies are no longer processing prescription requests – Boots, Tesco, Simmondley and Well. In the event of patients who have a problem, the MHS Prescription Team (Geoff and Debbie) Option 3 on the telephone system, will help.

LF reported that 8729 patients have on-line access to order prescriptions.

7445 patients have access to their Medical Records

Total number of patients at MHS 17043.

c) Triaging

Dr LD has looked at the system used by Lambgates Surgery to triage patients. It appears good but it has a few problems - one being the large number of telephone calls needed and also the nature of some conditions which cannot be triaged accurately by telephone. These may cause a delay to the patient seeing a Doctor.

6 Glossopdale Patient Neighbourhood Group

IE, reported that Lesley Surman is trying to get more people interested as it is important

for High Peak to be represented and to have a voice.
A Health and Well-being Meeting is to be held in Buxton tomorrow 19th April.

ACTION IE will update as the information becomes available

7. Derbyshire Integrated Care Board Meeting

This meeting will be by Zoom for PPG's across Derbyshire
IE asked if any of the Group would be interested in joining this Zoom Meeting.

ACTION IE will update the PPG on this meeting

8 Any other Business

No matters

End of Meeting

Change of date for next meeting

Tuesday 6th June 2023 - 1pm
at Manor House Surgery
Glossop Site

