



Patient Participation Group

**Formal Meeting
Tuesday 10th October 2023. 1.15 pm
Conference Room, Glossop**

1.Present: JA (Chair), VM, LA,GJ, IE, CE, BT, JB, FB, Dr LDU, LB, LF, SS
Apologies: HB, PP, GA, AR, CM, VT

2.Minutes of 8.8.23 previously circulated.

3.Minutes Approved proposed by CE, seconded by JB.

4.Matters Arising:

Item 3 iii) Noticeboards and Posters: listed in order to seek PPG approval and to get posters in place in both Glossop and Hadfield. It is hoped that their presence will reduce receptionists' time in directing patients to appropriate resources. JA commented that using email to PPG members to elicit their views has been both quicker than awaiting a meeting as well as producing a good response. LDU said that the posters can be put up on the website. LA wondered if the information from the posters could be added to the electronic system, so that it could be texted to patients.

Action: LF agreed to look at this.

The placement of the display boards in both surgeries was agreed and PPG members will arrange these.

SS suggested a review of how the posters are working and it was agreed to list this for six months time.

Action: VM to put review on meeting's agenda

The meeting expressed thanks to those members who have contributed their hard work to this venture.

Item 4 ii) Reinstatement of the Comments Box at Hadfield: this is awaiting the handyman to fix it in place. JA agreed to check its contents.

Item 5 i) Replacement for Jenny Pitts: LDU said that there has been a restructure of the Admin system which has resulted in that post not requiring replacement.

VT, Practice Manager, will be based mostly at Glossop.

The Referrals Team, consisting of 3 staff, will be based at Howard Street.

LB is Finance Manager.

LF is Reception Manager.

Item 8 i) NAPP Certificates: these require checking to ensure they are on the noticeboards.

Item 8 ii) The Bureau Display: there has been a request from The Bureau to put up a display at the surgeries. HB and PP are dealing with this and it was requested that they liaise with LF.

5.Update from the PPG:

A Paper detailing priorities for 2023-2024 had been previously circulated and this was discussed. The merger with Howard Street was the main focus; LDU said that the

surgeries are currently functioning much as Glossop and Hadfield did prior to their official total merger. It is anticipated that the complete merger with Howard Street will probably be in April 2024. Discussion also considered the role of the Howard Street PPG; LDu confirmed that there would be only one PPG as there will be only one surgery, Manor House. There are currently 4 PPG members at Howard Street and it was agreed to invite them to an informal meeting.

Action: JA to ask VT to make the invitation.

6.Update from the Surgery:

Dr Alice Thornton is a new GP who starts on 6.11.23, undertaking 6 sessions per week.

Dr Woon has now retired.

Dr Lee will be based at Howard St.

Chris Walsh, Advanced Paramedic, will be here until December.

Two new Paramedics have been appointed to the Glossop Primary Care Network (PCN) to be shared across all Glossop practices There are now 4 Paramedics; 3 for the PCN and 1 for Manor House.

There are currently 16 reception staff, not all full time.

7.Glossop Patient Neighbourhood Group (GPNG):

IE attended a meeting this morning and reported only a few attendees but some useful information given. Lesley Surman reported that Derbyshire is trying to ensure that Glossop is included in the countywide group. This leads to a lot of emails, which IE sorts into those which are of relevance and those which may be less useful.

There are plans to hold a "Know Your Primary Care" event next year with its aims being similar to those addressed by our poster campaign.

8.Joined Up Care Derbyshire Integrated Care Board:

This is an important subject which requires discussion regarding the best way to progress this.

9.Any Other Business:

BT asked when the next CQC inspection would be. LB and LF said that these dates are not notified to them.

Next Meetings

Working Meeting: Tuesday 31st October. 6.15 pm

Informal/Agenda Setting: Tuesday 28th November. 6.15 pm

Formal: 12th December 1.00 pm