



Patient Participation Group Meeting
Tuesday 11th June 2024 1.00 pm
Conference Room, Howard St Glossop

1. Present: JA (Chair) GA,HB,CE,IE,MF,JM,

From the Surgery LB, Dr LDu, VT.

Apologies: SS, VM, MW, LA, AR, BL, BT, LF.

Thanks and best wishes were sent to AS who has decided to step down from the PPG for the time being.

2. Minutes of 9.4.24

Minutes Approved: Proposed: HB. Seconded: MF

3. Matters Arising:

- NAPP Membership. The Surgery was asked if they had received the certificate. LB agreed to check.

- Bureau Notice Board at Hadfield. HB to check with the Bureau for update.

- Leaflet "Do you need to see a GP?". This is still being adapted so that all Surgeries in Glossopdale can make use of it.

4. Manor House.

- 2 members were locked in the Glossop car park after the Informal Meeting finished at 7.45 pm on 21st May 2024. VT has taken the matter up with the cleaners to ensure that this does not happen again.

It was also mentioned that the light outside the surgery up to the carpark has not worked for at least two years. VT to check.

- Triage experiences. In response to the anecdotes collected by the PPG members, a discussion took place on how the new system was progressing. The experiences reported were very varied but on the whole show it is settling in well. The problems that have arisen are being carefully monitored and assessed by the Surgery. When patients have needed help, the Receptionists have guided them through the Triage procedures. Dr Du advised that when a patient asks to see a specific doctor they may need to wait longer for an appointment.

- Website feedback. A number of the PPG members have been reviewing parts of the website i.e. Prescription Requests, Sick Notes and Test Results. Their comments have been followed up by VT, who is working on amending the website.

- Ambulance Provision. A number of questions have been asked on the use of ambulances from Sheffield. There are concerns that during the winter months, there may be problems getting into Glossop. It was suggested the PPG contact the Northwest Ambulance Service to ask the questions.

5 Howard Street

The merger of Howard Street Surgery with Manor House Surgery is due to go ahead on the 1st October 2024. Texts and letters will be sent to Howard Street patients at the end of June.

There will be engagement meetings with patients in July (dates to be arranged).

6. Joined up Care.

There is a "Glossop Wellbeing Event" being held at Victoria Hall on the 15th June 2024.

7. Derbyshire PPG.

A meeting (on Microsoft Team) was held in April when a speaker (Helen Rhodes Education and Engagement Officer) gave a presentation on "Sense of Smell" and how it can affect your health.

At this meeting a discussion took place with other Derbyshire PPG members about the Triage System. Those surgeries that have adopted this system had problems initially but are now doing well. The main benefit has been that patients have not had a lengthy wait for the phone to be answered especially at the beginning of the day.

10. A.o.B

None.

Next Meeting: Informal and Agenda setting. 6.15pm Tuesday 9th July 2024 at Manor House.