



Chairperson's Report for the year 2023/24

This year the PPG returned to our previous pattern of holding regular monthly meetings, alternating between Informal/Agenda Setting meetings and Formal Meetings with Surgery staff. We continue to be very grateful for the regular attendance at our formal meetings of Dr Dumitru, Vicky Townley (Practice Manager), Louise Brackenridge (Finance & Data) and Lindsey Francis (Reception).

Our current membership stands at 15 with a further 4 members of Howard Street Medical Centre PPG attending for joint meetings.

2023/24 has been a busy year for Manor House Surgery, implementing a number of significant changes:-

- The Surgery Manager appointment was confirmed.
- The process for merger with Howard Street Medical Centre continues and is expected to be completed this year.
- A new Triage system for patient appointments was introduced in April 2024, accompanied by the introduction of a new, remodelled Surgery website.

We monitored and supported these changes in a number of ways.

- a) Joint meetings with Howard Street Medical Centre were developed to provide a platform for sharing views and experiences which, in turn, supports the merger of the two surgeries. Both PPGs worked together to support the surgery's process for consultation with all patients by holding Patient Engagement Sessions at all three venues (Howard Street, Glossop and Hadfield) during the summer period.
- b) We discussed the process of implementing the new Triage system with surgery staff and a representative from The Bureau's digital health team. These included discussion about keeping patients informed through Youtube video explanation and Zoom presentations. We assisted the development of a FAQ's sheet for patients, to answer the most common queries about the Triage System. In the initial stages of implementation we gathered views from patients about their experiences of using the system and provided feedback to the surgery. Subsequent feedback has shown that the new Triage system has been well received by the majority of patients who used it.
- c) A group of members began a review of the new Surgery website, identifying areas and links which could be improved and offering alternative phrasing to make the information clearer. This activity is on-going and will be continued into the next year.

We also created a series of posters for the surgery advising patients of the alternative provisions that are available to them for treatment, other than seeing a GP, ranging from community pharmacy support to physiotherapy self-referral. These have been posted on noticeboards in both surgeries.

Members worked with staff at The Bureau to facilitate the provision of a noticeboard at the Glossop site to advertise more widely the support available to patients through The Bureau. It is also planned to provide a similar noticeboard at the Hadfield site.

Members have continued, throughout the year, to represent Manor House PPG at a local level, attending meetings of Joined Up Care (previously the Glossop Patient Neighbourhood Group) and maintained links with both Tameside and Derbyshire Integrated Care Boards. Links have also been made with Derbyshire PPGs and Tameside PPG Network with virtual meetings attended where possible. We have also maintained our affiliation with the National Association for Patient Participation which provides us with information at a national level.

Our Priorities for the remainder of 2024 continue to be:-

Promote the range of alternative provision available at the surgery and locally
Provide Information to patients in poster format and electronically

Develop communication with patients
Re-establish surgery noticeboards and information posters
Develop use of surgery website and surgery facebook page
Explore the possible repurposing of the TVs in the surgery's waiting rooms
Promote information to patients drawn from NHS priority events

Continue to support patients to gain access to their medical records and make online prescription requests
Link with The Bureau scheme of Digital Champions
Develop in-surgery support for patients

Develop links with other agencies and groups to gain information about the transition from Tameside to Derbyshire and future Derbyshire provision
Glossop Patient Network Group
Glossop Primary Care Network
The Bureau
Derbyshire PPGs
Joined up Care Derbyshire (Derbyshire ICB)

Support the merger of Manor House Surgery with Howard Street Practice
Contact and meet with Howard Street PPG informally
Work with the Practice Manager to provide support to Patients at both surgeries as required
Carry out surveys or other information gathering activity, as requested by the Practice Manager, to support the surgeries' merger.

The PPG is very grateful for all the help and support we have received from Manor House Glossop, Hadfield and Howard Street Surgeries and looks forward to supporting its development during the forthcoming year.

John ApThomas
Chair Manor House PPG

September 2024