



## **Patient Participation Group Meeting**

**Tuesday 13<sup>th</sup> August 2024**

**Conference Room, Howard Street**

**1.Present:** JA (Chair), GA, VM, MF, IE, CE, LA, HB, SS

From surgery: VT, LB, Dr LDu

Apologies: LF, MP, AR, JM, BL, JB, BT

**2.Minutes:** Proposed: CE Secoded: MF

### **3.Matters Arising:**

i).NAPP Certificate, Hadfield: this is now in place

ii).Ambulance cover for Glossop: MF has contacted NWS requesting answers to questions:  
Why are they being used?  
Are the staff fully qualified?  
What happens if the ambulances (from Sheffield) cannot reach Glossop especially in winter?  
MF has been advised that a full response will be forthcoming from PALS.

iii).Bureau Noticeboard at Hadfield: HB reported that PP has followed this up, although there is a slight delay in resolving it.  
There are some problems with the Bureau funding but as yet it is unclear what this will affect.

iv).Leaflets: does this item continue to be required on the agenda? A discussion followed regarding the best purpose of the leaflets, including distribution and the need for virtual continuous updating of information. It was agreed to put them on the website and on Facebook, possibly with a signposting section. In the surgery waiting rooms there would be a defined area for laminated printed information.

v).Website feedback: the designated group is due to continue in September.

### **4.PPG Items:**

i).Congratulations to the surgery on the excellent results in the recent NHS GP Patient Survey.

ii).Triage Evaluation: VT/LB agreed to undertake this in October (six months since its inception). VT reported regular positive feedback (unsolicited) from patients. She commented that removing the stresses of decision making regarding appointments from receptionists had made a great difference; there are probably a third fewer such decisions required. This has also given more time for them to assist patients. Support from the PPG to assist in designing the evaluation was offered. JA will liaise with LB and circulate members to obtain views.

iii).The use of Howard Street conference room for informal as well as formal PPG meetings was agreed.

iv).PPG Noticeboard and Posters in Glossop: VM had noticed irrelevant and inappropriate material; VT said that people put these up without asking. VT/LB will organise a regular check of the noticeboard and VM will ensure the appropriate materials are in place.

#### **5.Manor House Update:**

LB: two new receptionists have been appointed.

VT: the Triage Hub has moved from Hadfield to the Glossop site. This is working very well and frees up the conference room at Hadfield which is currently being used for trainee GP tutorials.

The current trainee staff are: 2 x FYs (Foundation Year), 1 x ST2 (Second Year Trainee) and 3 x ST3s (Third Year Trainee). FYs change every 4 months, STs are placed for a year.

JA asked about the annual Covid and flu inoculations: VT said that Covid, as before, will be organised and delivered via the PCN for all Glossop and Hadfield practices; this is due to the protocols for its dispensing. The flu programme will be in September and October, mostly the latter. Clinics will be arranged and all entitled will be informed.

The (new) RSV vaccine (respiratory virus) will only be for those aged 75-79 and for women who are 28 weeks and over in their pregnancy. This vaccine has to be given separately from that for flu. There will be a separate tranche for those aged over 80.

#### **6.Howard Street:**

MF attended a meeting for all patients with questions about the merger; this had a very limited attendance, possibly because the structure of the time allocated was unclear. VT considered that the requirements of the Derbyshire ICB, for appropriate consultation, had been met.

The water dispenser at Howard Street is not working and attempts to obtain repairs has proved difficult.

#### **7.Joined Up Care in Glossop:**

MF: another not well attended meeting! Bad weather and organisational issues may have contributed in that the venue (Victoria Hall) has little in the way of passing traffic but those who attended reported positively.

The next event at Bradbury House: "Keeping Well and Warm in Winter" is planned for 19<sup>th</sup> October 2024

IE commented that it is good to have representation from the practices at these events.

#### **8.Derbyshire PPGs:**

IE said that there was nothing to report as two of the organisers had been absent.

#### **9.Ao.B:**

LA asked If the practice was involved in the current industrial action. Dr LDu said not, but it was under consideration and if/when a decision was taken, it would be publicised beforehand.

**Next Meetings: AGM and Informal: Tuesday 24<sup>th</sup> September, 6.15pm-7.45pm**

**Formal: Tuesday 8<sup>th</sup> October, 1pm-2pm.**

**Both at the Conference Room, Howard Street.**