



Patient Participation Group Meeting

Tuesday 15th October 2024

Conference Room, Howard Street

1. Present: JA (Chair), GA, HB, GJ, LA, MF, JM, VM, SS

From Surgery: Dr LDu, VT, LF, LB

Apologies: IE, CE, BT, MN, BL

2. Minutes: Proposed LA, Seconded SS

3. Matters Arising:

i) Ambulance Cover MF has again contacted NWS and been informed that private ambulances are not used for categories 1 and 2, i.e, the most urgent calls. Their staff are 'technicians' not paramedics, the company is Echo Medical Fire and Rescue and they are used to plug gaps in the NHS ambulance service. VT said that there had been a recent issue on a Saturday morning when the private ambulance staff were unaware of the GP weekend/out of hours protocols. As a consequence, the surgery made a formal complaint and the company has acknowledged the shortcomings. Until this incident, the surgery had been unaware of the use of this company. A discussion followed with concern being expressed that patients are generally unaware of the use of these ambulances. MF was thanked for following this up.

ii) Triage Evaluation LB thanked the PPG members for the questions they had submitted, from which she and other staff had developed a survey. Feedback was requested via Facebook and so far, there has been a very good response. The survey is also on the practice website. It was noted that, as well as the patient experience, that of the practice staff needed including. When the survey is completed, the results will be published.

There was a discussion on the question of the capacity of the Triage system. A member queried if there was a limit to the number of requests on any given day. Dr LDu commented that there are approximately 200 triage requests daily, many not requiring a face-to-face appointment; the aim is to deal with all requests on the day of referral, but if a specific doctor is named, the response may be the following day. There are criteria to ensure that certain categories of patient can access the system, those with palliative care needs, over 75, under 5 or vulnerable.

iii) Noticeboard at Hadfield The solution to the Bureau display at Hadfield emerged in the course of the meeting, with a suitable noticeboard being sourced by VT. HB to contact the Bureau again.

4. PPG Items:

i) Links between Consultants and GPs A member of Howard Street patients had enquired about access to their consultant's letters. It was explained that these are put on to patients' records when they are received at the surgery and the merging of Manor House and Howard Street IT systems has ensured that this will be across all sites.

ii) Vaccine Programme Update VT said that, from 4.10.24, 3,247 flu vaccinations have been booked in; text invitations to take these up continue. Most are at Howard Street as the parking is easier and there has been a lot of good feedback. The RSV vaccinations are also ongoing. Covid boosters are still organised by the Primary Care Network (PCN) and based at Simmondley, so a joint vaccination cannot be arranged.

iii) Patient Survey this is covered in the Triage survey as above.

5. Manor House Glossop and Hadfield:

All staff now have lanyards with their names on.

6. Manor House Howard Street:

i. Update on Merger VT reported that the official merger on 7.10.24 had gone well. There were problems for some Howard Street patients which are now resolving but there are 2000 patient records to transfer and the work needs to be done manually. There is an email link on the website if patients cannot access their app. VT added that the surgery is encouraging patients to use the NHS app rather than Patient Access as the latter uses a lot of third party sites.

6. Glossop Joined Up Care:

There is a Wellbeing event on 19.10.24. All are welcome. The surgery has sent a text to patients advertising this.

8. Derbyshire PPGs: To leave this item as IE is absent.

9. Any Other Business:

i. VM raised the NAPP Annual Conference, which is on 16.11.24, via Zoom; she cannot attend and asked if anyone could volunteer. It was agreed to circulate all PPG members to see if anyone could attend. A copy of the proceedings will be sent afterwards in any case.

ii. Pharmacists in Surgery Advice has been given to some patients that their prescription cannot be fulfilled on the NHS and that the patient would have to pay for this medication. LF explained that this arises when a consultant requests a particular medication that is available within Greater Manchester, but not what Derbyshire will permit.

Next Meetings: Informal: November 12th, 6.30 pm, Agenda setting.

Formal: December 10th 1.00 pm.