



**Patient Participation Group Formal Meeting  
Tuesday 11<sup>th</sup> February 2025  
Conference Room, Howard Street**

**1. Present:** JA (Chair), GA, VM, LF, LB, Dr LDu, JM, MF, IE CE, SS, JB

**Apologies:** MW, BT, LA, HB, VT, CM, BL, AR.

**2. Minutes:** Proposed: IE. Seconded: JA

**3. Matters Arising:**

**i) Triage Evaluation** There were 84 responses, of which 90% were completed online and over half reported finding the system easy; only six required assistance. 80% of users received a response to their triage request within four hours and 70% felt that the response was appropriate. MF said that Facebook comments from patients had said "it's different"

**ii) Website review** VT has re-jigged the website in view of comments and the review is now completed.

**iii) Change NHS** GA queried whether there had been any progress and/or further information. IE said that it is still under discussion within Derbyshire ICB and added that any change to council structures (currently being discussed nationally) will affect this. She has contacted High Peak's MP, Jonathan Pearce, to draw his attention to the recommendations on the Change NHS document. A discussion ensued regarding the difficulties of getting heard within the larger setting of Derbyshire County Council and the recent losses to Glossop of various health provisions, including the dermatology clinic and the local ECG provision. MF suggested that all PPG members should contact the MP individually; this was agreed.

**iv) Informal Agenda Setting Meetings** These will revert to the previous arrangement of starting at 6 p.m. VM will circulate a memo to that effect.

**4. PPG Items:**

**i) Contracts for Glossop Surgeries** The surgery is awaiting decisions about contracts from Derbyshire ICB.

**ii) Howard Street Merger** MF said that she was aware of some dissatisfaction among Howard Street patients with the merger especially the longer wait before an appointment. It was acknowledged that change is rarely welcomed. LF said that

admin staff have tried hard to help those who have expressed unhappiness at the changes.

**iii) Medication Reviews** There were some concerns about the appropriate response patients should make to the texts alerting them to make an appointment for a Medication Review. LF advised that patients should make a call to reception to book a review with the Practice Pharmacy team. She will amend the text message to clarify this. All patients on regular medication should be receiving such reviews.

**5.Surgery Items:**

No new information. The usual winter pressures continue, as before.

**6.Glossop Joined Up Care:** IE said that there is a meeting due on Friday 14<sup>th</sup> February and NHS Change is on the agenda.

**7.Derbyshire PPG:** No new information.

**8.Any Other Business:** none.

**Next Formal Meeting: Tuesday 8<sup>th</sup> April, 1.00p.m, Howard Street.**