



Patient Participation Group Formal Meeting

Tuesday 10th June 2025

Conference Room, Howard Street

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

Apologies: MW, IE, CE, BL, GJ, VT, Dr LDu, JB, AR, BT, CM

2. Minutes of April 8th 2025:

Corrections to Item 5:

Delete "all" in paragraph 3. Paragraph to read "In future Manor House Surgeries (Hadfield and Howard Street) will close at 5.00 pm."

Amend paragraph 4. To read "Over 75s, parents of under 5s, cancer and palliative care patients are able to ring reception, if necessary, after the forms are closed."

3. Approval

Proposed LA, Seconded HB

4. Matters Arising:

i) Item 4: VM is joining MF at the Patient Participation Network.

ii) Item 5: Access to Denton facilities by Glossopdale GPs: MF is still awaiting an answer to why Glossopdale GPs cannot refer; (the facility has been open since August 2024) she will be asking further at the PPN meeting on 11.6.25.

iii) Item 5: Following the early closure of Howard Street, LB will check that the Conference Room will remain available for PPG informal meetings.

5. PPG Items:

i) It was asked if it was time to conduct a surgery survey and if so, what might be needed. A discussion followed with possible suggestions:

- Triage: need to specify what information would be usefully sought.
- Prescriptions: these appear to be improved as more patients use the app. The pharmacy team report this to be considerably better.
- Relationship between Primary and Secondary Care: this seems not to be working well enough at times, but need again to specify what information it would be useful to gather.

Suggestions to be discussed at the next Informal meeting.

Holding a survey may be affected by a potential future issue regarding funding the text messaging service. Currently, the ICB fund this but it is likely that they will want to limit the number of texts sent. The surgery would then need to fund this when the ICB limit was reached; this has implications for future funding.

ii) Contracts and Manor House Surgery. Derbyshire is now funding the dermatology service in Glossop for a year. Ultrasound is provided by a private company who rent a room (Monday and Tuesday) from the surgery at Howard Street. Glossop residents therefore have a local service but the practice has lost the fees they previously had for the provision of this.

iii) Raising the profile of the PPG. JA has discussed this with VT. LB can edit the website to add items (currently information on the PPG) and also highlight it more to give the PPG a greater prominence. Regular posting on the surgery's Facebook page would also make the PPG appear a more integrated part of the surgery.

v) Funding from Derbyshire to maintain The Bureau's digital support service: this is to continue. There is an event on 19.6.25 at Bradbury House (11.00-13.00hr) about the service and all are welcome to attend. Emma Delaney, who organises this service, has a regular session at Howard Street.

6.Surgery Updates:

There is a new practice nurse, Emily, starting in July to fill a current vacancy.

Dr Harrison, previously a ST3 trainee, is now a salaried GP, working 3 days a week at the Glossop surgery.

7.Glossop Joined Up Care: no new information.

8.Derbyshire PPG Network: no new information.

9.A.O.B:

Bowel Screening Test Kits. There appears to be a problem with the procedure regarding patients who are advised, for medical reasons (e.g. being a patient of the Christie), not to take part. The screening organisation informs the surgery that the patient is a non-responder and the patient receives a text, from the surgery, to say they have refused the test. The language of the text has caused upset to some. LB advised that the surgery has to use the assigned codes and would not be able to identify those patients, not responding for health reasons. LF said she would discuss the text wording at the next admin meeting to see whether this can be amended to a more empathic form.

Next informal meeting: Tuesday 8th July. 6 pm at Howard Street.

Next formal meeting: Tuesday 12th August. 1pm at Howard Street.