



Patient Participation Group

**Patient Participation Group Meeting
Tuesday 9 July 2019 1pm
Conference Room Glossop**

Present Chair IE. VM. GA. JA. JO. HB. LB. HB.

Apologies LA. RH.SS. CE. SH. WA.

- 1 Minutes from the meeting held on 11 June 2019 at the Hadfield Site
- 2 Minutes approved by HB and seconded by JA
- 3 Matters Arising - Item 6 the NAPP Certificate has been found and is now on display in Hadfield and Glossop waiting rooms
 - Retirement Card has been sent to Christine Chester with best wishes from PPG, MHS
 - Dr Jha be asked to speak to PPG on her new role with the Primary Care Network

ACTION VM to email Dr Jha with the dates for October and November as options

- Item 8 Survey is now ready on Survey Monkey, there will be no facility for any personal details on this form but the paper form will have space for personal details

- 4 No change to the financial state
- 5 No report from the Partners as there was no Doctor at the meeting
- 6 GPNG At the meeting this morning Tina Greenhaugh – a part time GP and Director of Go-to-Doc explained their system and how it works. It is a non-profit making company with a hub of GPs (similar to a supply agency), any surplus funds being returned to the company to be reinvested.
MHS use this service between 6 – 6.30pm, after this time the 111 system is in place.

Jon Rouse Chief Health Officer Greater Manchester (H & SC) attended a meeting on 1 July and gave an interesting presentation. He was positive about how Glossop is dealing with H & SC.

Lambgates Surgery are trialing an on-line system where patients can inform the surgery about the details of their medical problem. This will be looked at and the appropriate action taken.

The meeting expressed concerns over privacy issues and time needed for “triaging”.

ACTION IE will follow this system and report to the next meeting

The GPNG held the Wellbeing Health Event with around 80 people attending. This was a good event, and well worth the effort.

IE stated her concern that the posters for this event were not displayed at MH Glossop.

With this in mind the meeting decided that any posters, communication etc be handed in to reception clearly marked for the attention of Louise Brackenridge.

The next health event by GPNG will be in October 'Preparing for Winter' and will be held at the Primary Care Centre on George Street, Glossop.

- 7 Video update LB said that the Company responsible for the Glossop Surgery TV had explained that the film is too long (13 minutes) to be placed on the Glossop TV's. They will only use items of one minute slots.

ACTION LB will ask if it is possible to run short bursts of the film and report to the PPG

their answer

8 The Glossop Waiting Room VM and JO met with AB (Practice Manager) recently. As a result, the high seat chair will have another chair beside it and the blood pressure equipment has been moved to the far corner. A table at each end of the waiting room had new magazines on and a table against the wall in the middle of the room had information on which included the CQC report.

At the moment there is no screen or funds to purchase a screen for the BP equipment area. AB explained she would try to purchase a screen when funds become available.

The set out of the waiting room is governed by H & S rules and CQC rules, so changes are difficult.

9 The dates for the Flu Clinics are not yet known.

ACTION LB will inform VM as soon as they are known to enable the arrangements to be made for the Survey to coincide with the dates

10 AoB JO asked if a new format of “Comments and Compliments” cards could be designed and placed above the box at Glossop.

ACTION JA will put together a new format for the cards and bring to the next meeting

There will be no meeting in August, therefore the September meeting will begin with the AGM, also the Roles of members for 2020 will be on the Agenda and in particular the Role of Chair person will need to be addressed.

HB suggested the PPG have a Summer Social Informal Meeting - this will be discussed at the Informal Meeting 22 July.

Meeting Ended at 2.00pm

Next Meetings Informal Meeting 22 July 2.30pm at Hadfield
 No Meetings in August
 Formal Meeting 10 September 1pm Hadfield
 Informal Meeting 30th September 2.30pm Hadfield