



**Patient Participation Group**

**Patient Participation Group Meeting**

**Tuesday 12<sup>th</sup> November 2019. 1.00p**

**Conference Room, Hadfield**

**Present:** LA (Chair), IE, VM, HB, WA, CE, SS, Dr LD.

**Apologies:** GA, JA, JO, HR, LB.

**1.Minutes from 8.10.19 read.**

**2.Minutes approved by CE and HB.**

**3.Matters Arising:**

- i) Continued problems with telephone response at Glossop. Brief discussion of the difficulties arising from staff shortages. LD advised that there is still one vacant receptionist post, with a new recruit having already left; further recruitment continues. Discussion focussed on the difficulties of the job, dealing with angry and upset patients as well as the volume of calls; consideration was given to ways of improving patient understanding of staff pressures, hopefully to lower the level of anger directed at admin staff. The discussion led to a brief recap of the current repeat prescription arrangements, which do not allow for telephone requests other than for vulnerable (i.e: housebound) patients; this is seen very much as part of an effort to reduce telephone answering times.
- ii) Talk by Dr Jha: this was postponed from October due to a known lack of attendees for that date. **VM will email LB to rearrange.**

**4.Treasurer's Report:**

No change.

**5.Report From Surgery (presented by LD):**

There is a current exploration of a possible expansion of the Manor House site as there is an acute shortage of space for the services that regularly use the building.

There are no medical or admin changes.

**6.The Constitution and Future Meeting Dates.**

Discussion of the proposed changes to the meeting structure and chairing of the group was summarised by VM for LD's benefit; the changes would require an alteration of the constitution; a meeting with LD and ZH to clarify the reasons and the changes was agreed, to be attended by both GPs together with the proposed new chairs, IE and WA, VM and LB. **VM to contact LB to arrange suitable date.**

## **7.Glossop PNG:**

i) IE fed back the recent discussions about a proposed workshop aimed at bringing practice admin staff and PPG members together to develop greater understanding of the roles of each; the proposal is from Megan Harrison, Practice Liaison Manager and would be a Tameside and Glossop wide initiative. Discussion led to a view that this may not be as useful as a meeting directly between Manor House PPG and admin staff; a suggestion of admin staff (perhaps on a rotation) to PPG meetings was thought to be a positive one. **To be discussed at future meeting.**

ii) IE also reported on Howard Street Surgery's progress in areas of improving surgery facilities (a water fountain, a planned "memory lane" exhibition in the surgery, a mini foodbank) and their designation as a "homeless friendly" practice. LD confirmed that Manor House regularly treats homeless patients, although a registered address (friend, family member) is required.

## **8.Newsletter:**

In his absence, JA had emailed VM and forwarded the autumn newsletter to LB for distribution. VM spoke to JA's request for a short piece on chronic health conditions, i.e: COPD. **VM will discuss with JO as a possible contributor.** JA also planned to build a bank of articles for future newsletters and LA suggested a "breaking news" slot, i.e: the current new NHS dental practice in Glossop. CE also suggested re-printing previous articles which have regular relevance, e.g preparing for winter. **LA to investigate.**

## **9.Patient Survey.**

VM has 50+ surveys from Hadfield and 200+ from Glossop; she highlighted an absence on the survey of a space for comments, of which there were many! VM has consequently listed these, many of which related to a reluctance among a number of patients to using online services; the discussion that ensued considered that the elderly were likely to find this more problematic as they did not use computers(including smartphones) in daily life. **VM to liaise with LB, LD and ZH re outcomes of survey and how they are to be reported.**

## **10.NHS Services.**

LA raised with LD the degree to which patient records within the wider NHS are linked and available when patients attend hospitals: can a hospital access GP records? LD informed the meeting that the hospital has a "Summary Care record"; this lists diagnosed conditions and medications but is not the full record; this has to be consented to by the patient, but was introduced on an opt-out basis and for this reason, most patients are included.

## **11.AOB.**

i) The lighting outside the Glossop site remains inadequate to the extent that it presents a risk out of daylight hours. LD to make further inquiries to remedy situation.

ii) It was confirmed that the hedges outside the Glossop site have been pruned.

iii) The problems for those with limited mobility in utilising the examination beds in the surgery were discussed; LD confirmed that there are some fully adjustable exam beds, but not in all rooms.

**Next informal meeting: Monday 25<sup>th</sup> November, 2.30 pm, Hadfield**

**Next formal meeting: Monday 10<sup>th</sup> December, 1.00pm, Glossop**

**Christmas lunch: Monday 9<sup>th</sup> December, 1.00pm at Windy Harbour.**