



**Patient Participation Group Meeting
Tues 8th October 2019
Conference Room Glossop**

Present: Chair: Liz Armstrong (LA), Wendy Anderson (WA) Helen Blackett (HB), Louise Brakenridge (LB), Irene Eastea (IE), Clive Eastea (CE), Joy Overall (JO) Dr Zeeshan Haider (ZH),

Apologies: John Apthomas, Gill Apthomas, Valerie Mohan, Sarah Shaw.

1. Minutes from 17th September 2019 read.

2. Minutes approved by WA and CE.

3. Matters arising. Point 8. Patient Engagement Event. LB did not receive a reply.

4. Treasurer report. No change.

5. Report from the Partners Meeting. Dr Haider advised that no paper prescriptions (**Electronic Prescribing Service**) would be produced from early 2020, therefore patients will need to advise the surgery of their nominated chemist. Dr Haider asked if this could be put in the next newsletter. It was asked if a text could be sent to those who still had paper prescription. There may be a few exemptions
Actions. LB to check if texts can be sent. JA to include in next newsletter.

6. PNG update.

a. IE advised that the event on **Get Ready For Winter** which was held at the clinic on George St went very well after a slow start. It was attended by at least 55 patients of which there were 20 from Manor House.

b. At the meeting held this morning, a representative from Stamford House explained the use of Stamford House which has 96 beds. They deal with patients who are ready for discharge, need rehabilitation and are waiting for transfer to a Nursing Home. A discussion took place on the follow up of patients who have been discharged back home. It was felt that patients should be able to contact a number (24hr) if they are struggling when they get home. Some patients tend to be so eager to get home that they say they can manage when sometimes they cannot.

c. Kerry Martin from the PCN attended the meeting to give an update on Primary Care Network which is still in its early stages. Dr Veena Jah will be attending one of our future meetings to give details on PCN. (Primary Care Network)

7. Newsletter. LB to send JA details of EPS to be included in the newsletter.

8 Telephone Calls to Surgery. There are still long delays on calls being answered. Patients have complained of waiting up to 12 minutes to be answered. Delays may be due to shortage of staff or heavy phone traffic at certain times of the day.

9. Survey. It was decided not to attend the Flu Clinics to carry out the survey as it would be near impossible to carry out the task efficiently. A timetable has been produced to carry out the survey in the waiting rooms.

Manor House Glossop, 29th October/31st October/4th November/6th November/8th November.

Hadfield, 30th October/5th November/7th November. **Can members please confirm at the informal meeting, dates they are able to help with survey.**

Action:LB to produce leaflet to give out to patients at the survey, explaining the online systems.

10. Plans for 2020. LA explained that due to various commitments, she would be resigning from the position of Chair. Dr Haider thanked LA and all the members for their efforts. At the next informal meeting, discussions will take place on how the group can ensure that the PPG obligations are met.

11. AoB. JO mentioned that the path down to the surgery and outside the fire exit was becoming overgrown with plants.

Action: ZH to advise gardener.

HB advised that the Christmas lunch would be at Windy Harbour on the Monday 9th December 12.30pm for 1pm. A deposit of £5 is required which HB will collect at the informal meeting.

Meeting finished at 2.10pm.

Next meetings.

Informal :Monday 28th October. 2.30pm at Hadfield.

Formal: Tuesday 12th November. 1pm at Hadfield.