



**Patient Participation Group Meeting
Tuesday 17 Sept 2019. 1.00pm
Conference Room, Hadfield**

Present: LA Chair, IE, CE, GA, JO, WA, HBI, HBa, VM, LB, LD, SS.

Apologies: JA.

1.Minutes from 9th July read.

2.Approved by IE and HBI.

3.Matters Arising:

i) Dr Jha confirmed her attendance at the October meeting (8.10.19).

ii) IE reported that there are no further details from Lambgates Surgery regarding their trial of online consultations; there maybe information available for the October meeting.

iii) LB reported that there is no update regarding the company who owns the TV monitor at Glossop regarding its ability to play CE's video. There was discussion about reviewing this when the current contract ends.

4.Treasurer's Report:

No changes.

5.Report From GPs: (Presented by LD)

i) CQC have incorporated items from the recent Manor House report into their national report.

ii) Glossop and Hadfield surgeries have received gold and silver awards for their training programmes.

(LD clarified the training status of the various medical staff as outlined in the recent newsletter)

iii) LD will forward items to JA for the next newsletter:

- Preference for military veterans.

- Extending some (stable) repeat prescriptions from 1 to 2 monthly.

-The involvement of the Glossopdale practices in promoting screening for various cancers via a Cancer Champion. It was noted that Manor House generally has a good record in uptake of such screening.

iv) There are two new full time receptionists at the Glossop site.

6.Glossop Patient Neighbourhood Group (GPNG):Presented by IE:

i) Sarah Hall, from the CCG, attended the recent meeting to discuss the possible uses of available money:

-Developing the use of the Rockford scale, a measure of levels of frailty.

-Analysis of referral data, to consider the appropriateness of referrals to consultants.

-Referrals to physiotherapists for initial appointments involving skeletal problems. NB: this is for assessment, not a therapeutic service.

-£5000 to be donated for neighbourhood events.

ii) Paula Rassbottom from the Integrated Care Foundtion Trust attended to discuss a sum of money to spend on lung problems, a "lung MOT" for those aged 55-74.

iii) Sarah Burn, from the Tameside Volunteer Bureau (sister service to The Bureau in Glossop) discussed the role of that service.

iv) Dr Jha is to attend the next GNPG to discuss her new role.

7.Newsletter:

GPs' contribution detailed above.

Further content to be discussed at next meeting.

8.Patient Engagement Event:

Megan Harrison, Patient Liaison Manager, has circulated information regarding the possibility of this on 16.10.19. If anyone wishes to attend, please contact VM. There was discussion about the multiplicity of events.

Action: LB to request additional details about its purpose.

9.Flu Clinics:

The dates of these were distributed and LD discussed the financial benefits to the practice if it provides the immunisation.

Sessions at Glossop are on 3 Saturday mornings (9-12.30) and at Hadfield on 2 Monday afternoons (1.30-5.30).

10.Patient Survey:

VM discussed the plans to distribute these at the flu clinics and requested assistance from PPG members.This will be discussed further at the next informal meeting.

11.Any Other Business

- i) Christmas Event: to discuss a date and venue at the next informal meeting. HBI kindly agreed to co-ordinate.

ii) LA had information from The Bureau about a course on person centred coaching which would be useful for anyone thinking of being a Navigator.

iii) LA also raised an item in the suggestion box at the Glossop site regarding the difficulties of disabled access because of the broken system to remotely open the front door. It appears that the cost of rectifying this is likely to mean it will not be repaired.

Next Meetings:

Informal: Tuesday 30th Sept., 2.30pm at Hadfield.

Formal: Tuesday 8th October 1.00pm at Glossop.