



Manor House (Glossop, Hadfield, Howard Street) Patient Participation Group

Chairperson's Report for the year 2024/25

2024-25 has been a successful year for the Patient Participation Group (PPG). Our pattern of monthly meetings, alternating between Informal/Agenda Setting meetings and Formal Meetings with Surgery staff, has continued with a regular attendance of between 8 to 10 members. We continue to be very grateful for the attendance at our formal meetings by Dr Dumitru, Vicki Townley (Practice Manager), Louise Brackenridge (Finance & Data Manager) and Lindsey Francis (Reception Manager) from the surgery.

Our current membership stands at 15 with a further 5 virtual members who are kept up-to-date through email.

The year has been predominantly one of consolidating the changes from last year and working on our priorities for the year.

- a) The PPGs of Manor House (Glossop and Hadfield) and Howard Street have continued to work together forming the substantive Manor House (Glossop, Hadfield and Howard Street) PPG, supporting the completion of the merger of Manor House (Glossop and Hadfield) with Howard Street Surgery and the development of services across the three sites. We supported the surgery by developing a FAQs sheet for patients and by providing consultation sessions for them to come and ask questions and discuss any concerns they had about the merger.
- b) Working with the Surgery Manager and the management team, we carried out an evaluation of the newly introduced Triage system for making appointments. Over 50% of respondents felt the Triage system had improved the appointments system and that it was much better than the 8.00 am phone queue. Only 20% felt it had not improved. The surgery, with help from The Bureau, continues to support patients who find the system difficult to navigate.
- c) Members continued to work closely with the surgery and The Bureau, arranging for noticeboards in all three sites to carry information posters about the work of The Bureau and to better inform patients of its services.
- d) We completed our review of the surgery's website, testing links to other pages and suggesting amendments to make the text clearer and unambiguous. The surgery responded to all our suggestions by making the necessary changes.
- e) We have recently begun a programme to raise patients' awareness of the PPG by having a more prominent place on the surgery's website and through trialling posts on facebook.
- f) Through our meetings we have continued to present "the voice" of our patients to the surgery covering a range of diverse areas:-
 - i. We queried the quality and use of additional private ambulances by the North West Ambulance Service. Enquiries were made to the Service and we

learnt that they are used to support the existing complement to enable a more effective response to 999 calls.

- ii. We raised the concern amongst some patients about the notification of blood test results. We identified the need to make it clear to patients what the tests are for and how long the results may take to come through to the surgery. We decided to draw up a poster to explain the types of blood tests most commonly used.
- iii. Members asked about the use of the NHS Diagnostic Centre at Denton. We were informed that the Centre is funded and run by a private company. Patients can only be referred to this Centre by Consultants who then receive the results to pass on to their patients. ECGs (12 lead) can be done at the surgery but Ultrasound tests are accessed through GP referrals to Tameside Hospital or other local providers with clinics in the area (reducing hospital waiting lists).
- iv. Some patients had been confused about the difference between Medication and Annual Reviews. After discussion the surgery management team have improved the clarity of the text messages sent to patients when inviting them for their review.

Members have continued, throughout the year, to represent Manor House PPG at a local level, attending meetings of Joined Up Care (previously the Glossop Patient Neighbourhood Group) and maintained links with both Tameside and Derbyshire Integrated Care Boards. Links have also continued with Derbyshire PPGs and Tameside PPG Network, with virtual meetings attended where possible. We have also maintained our affiliation with the National Association for Patient Participation which provides us with information at a national level.

For the year ahead we will continue to pursue our aims:-

- To offer opinions in a constructive manner and to put forward ideas on behalf of patients.
- To improve the provision of health care.
- To improve communication between surgery, patients and the wider community about matters concerning the surgery and health in general.
- To provide assistance in the development of new services.
- To encourage a spirit of self help and support amongst patients to improve their health and social care.