



Patient Participation Group Meeting

Tuesday 13th January 2026

Conference Room, Howard Street

1.Attendance: JA (Chair), GA, CE, IE, HB, LA, JM. GJ, LB, VT, SS, VM

Apologies BL, GM, MW, LF, MF, JB, Dr LDu

2.Minutes of 14.10.25: Approved: Proposed CE, Seconded: LA

3.Matters Arising:

- i) Denton Diagnostic Facility. MF was awaiting a response; in her absence, list item for next meeting.
- ii) Blood Tests. MF and LF are working on the plan to provide information to patients to improve the understanding of the processes involved. We are currently awaiting information from the surgery regarding what has so far been prepared. It was clarified that, if action was required following a blood test result, the surgery would contact the patient. If there is no contact patients can check their results on their NHS app. VT drew attention to Derbyshire ICB'S cap on the number of texts that practices can send and currently, the practice is trying to ensure that they are able to send the important texts, so may need to reduce others.
- iii) Surgery Doors. Plans to improve these at Manor House Glossop are still awaiting agreement to proceed.
- iv) Howard Street Surgery Floor. The work continues as the entire floor needs to be replaced with a concrete one. Howard Street Surgery will close temporarily for this to be done as it is impractical to do otherwise. Currently, the time required for this closure has not been clarified. It is hoped that Administrative staff will be able to work upstairs in the building but patients will need to be seen at either Manor House Glossop or Hadfield.

4.PPG Items:

- i) New Triage Forms. VT said that this was initiated by the NHS requiring changes to the hours that the form was 'live', as it was no longer acceptable to start early. The ICB has suggested that the 'live' period needs to be from 8 am until 6.30 pm for non-urgent and admin requests. No specified time for acute triage requests to reach capacity numbers for the day, can be predicted. Patients with acute cases will be informed when the day's capacity has been reached and advice given either to telephone 111 or to try the following day. The new form came into use on 12.1.26. Any patient unfamiliar with email can still telephone the surgery for advice. VT outlined the additional advantages of the new form, which allows better information to be acquired more quickly, including access for clinicians to previous history on the one screen. The system, known as Anima, has an AI component which presents all the information to the GP who then makes the appropriate decision.

ii) December Survey Results. VM has been asked by an ex-patient what happens to survey results where dissatisfaction is expressed. VT said that the Friends and Family Test is part of the practice's contract although obviously, patients complete it voluntarily and always anonymously. All negative comments are read and considered to see if there are either patterns developing and/or areas to be addressed. One-off problems are less manageable but all patients are encouraged to submit a complaint if unhappy about any element of the service they have received.

iii) Comments Boxes. The boxes are checked at Manor House Glossop, Hadfield and Howard Street and receive very few comments, these are forwarded to the practice and contact will be made if details are provided.

iv) Meeting Schedule Correction. Thanks to LB from VM for picking up on a typo, giving the wrong meeting date for October. This has now been correctly amended.

5.Surgery Items:

i) The online repeat prescription box (to provide a reason for requesting a repeat script) has been reinstated.

ii) LB advised that Dr Thornton is now Dr Winters, Dr Bahtra, previously a trainee, is now a salaried GP, as is Dr Bibi, also a previous trainee.

6. Derbyshire PPG Network: IE has experienced some technical difficulties with the online contact, but is being sent the relevant information. There is some concern that the group may not continue as it is facilitated by ICB staff and there is doubt whether their posts will remain. It is worth noting that the problems in attracting younger members to PPGs seems at least county wide.

7.Glossop Joined-up Care: IE said there have been no recent meetings and she plans to contact Lesley Surman to establish the current position.

8. Tameside PPG Network: VM and MF plan to attend its meeting on 14.1.26.

Next Formal Meeting: Tuesday March 10th, 1.00 pm

Next Informal Meeting: Tuesday February 10th, 6.00 pm

Both at Howard Street Conference Room.