MANOR HOUSE
Surgery
Glossop Hadfield Howard Street
Patient Participation Group

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

Chair's Report 2025-26

Our pattern of monthly meetings, alternating between Informal/Agenda Setting meetings and Formal Meetings with Surgery staff, has continued as in previous years with a regular attendance of between 8 to 12 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 13 with a further 6 virtual members who are kept up-to-date through email and the surgery website.

The merger of Manor House Surgeries and Howard Street Medical Centre has been completed and our PPG meetings represent patients from all three sites. Repair work to the fabric of Howard Street is now underway and the PPG has consulted with the surgery management team about the plans for when the work is to be carried out.

The Triage system for patient appointments has continued to evolve with the PPG being consulted on a revised triage form. The surgery is continuing to develop the form to allow for more accurate triage and a faster response time for patients.

The PPG successfully established a Facebook presence, raising the profile of the PPG locally and recruiting new members.

We have revised our Constitution to make it relevant to the current surgery arrangements.

Through our meetings we have continued to present "the voice" of our patients to the surgery covering a range of diverse areas:-

a) Denton diagnostic facility, where we have continued to follow up enquiries about the ownership, access and use of the facility.

b) Held discussions with the surgery to provide better information to patients about the different types of blood tests that are commonly used and worked to provide patients with information about the length of time some results take to come back to the surgery.

c) Requested the reinstatement of the comments box on the online repeat prescription ordering form to allow patients to contact the surgery easily and directly about their medication.

d) Advised on improvements to the automatic door-opening systems at some of the surgeries.

e) Continued to monitor the surgery's website. Ensuring all information on the website is accurate and that navigation of the site is suitable and effective for patients.

f) Continued to provide feedback to the surgery about patients' experiences with the Triage system both its strengths and about the occasions when things were not as successful as they should be.

g) Maintained oversight of the patient information provided within the practice waiting areas, assessing what is current and useful to our patient population.

h) We have highlighted the difficulties patients have encountered when trying to obtain follow-up appointments with the same GP or other clinical staff.

i) We have continued to maintain links with regional organisations, particularly the PPG Networks of Derbyshire and Tameside, and the local Glossop group Joined Up Care

j) We have supported and promoted explanations to patients about the differing roles of the clinicians at the surgeries, to provide alternatives for patients which are more appropriate to their needs.

Our priorities for the forthcoming year will be to :-

- Continue to be the "voice" of patients to the surgery.

- Actively seek the views of patients on a range of appropriate topics.

- Support the surgery in the maintenance and development of high-quality services for patients.

- Maintain links with other organisations locally and regionally.