MANOR HOUSE Surgery

Glossop Hadfield Howard Street
Patient Participation Group

PPG Formal Meeting
Tuesday 8th September 2026
Conference Room
Howard Street Medical Centre

1. Present: JA (Chair), GA, IE, CE, HB, JM, VM, VT, LB, Dr LDu, SS

Apologies: MW, EA, JB, GJ, MF, BL, GM.

2. Minutes: Proposed: CE Seconded: JM

3. Matters Arising:

i) Denton Diagnostic Facility. Currently, no further progress and matters are on hold following the expiry of its one-year NHS contract.

ii) Blood Test Information. LB has edited MF's information and it is now awaiting Dr LDu's approval, following which it will go onto the website.

iii) Role Descriptors for Surgery Staff. VT has this in progress (to include photos) but owing to the change of website provider is awaiting the establishment of a new website.

iv) Jon Pearce MP. The meeting with him is confirmed for Friday 13th November, 1.00 pm at Bradbury House. All Glossopdale PPGs are invited and all attendees are asked to prepare a list of questions, concerns, issues, to be submitted to him beforehand.

v) Care Link. This has been provided by Derbyshire County Council, based in Chesterfield but it has now closed as its organisers have said they cannot attract staff to work in the service. There is no information on any replacement service and it is likely that, in the absence of anything similar, patients will call on the ambulance service.

4. PPG Items:

i) Answering phone, name badges. VT said that (first) names should be given by staff answering the phones and that all staff should also wear (first) name badges; PPG members reported patients' experiences of this appear variable.

ii) Telephone Answer Message. This is currently quite lengthy. Both VT and Dr LDu said that, while this is being looked at to see if any shortening is possible, the surgery is required legally to have certain information given.

iii) Triage Systems. Different systems are used by different surgeries, Manor House is currently using ANIMA which has proved better for clinicians as it is both quicker and provides a more in-depth picture than other systems. There was discussion about the system timing out after 20 minutes, for those trying to complete the triage form, and it was agreed that PPG members would take notes (when/if completing a triage form) to highlight any difficulties and to forward such to VT. It was noted that the NHS triage form is still available and simpler to use.

Dr LDu described his use of AI in contemporaneous note taking during patient consultations; this allows for the notes to be AI written, for him to check and amend, if necessary,

afterwards before adding to patient notes. This allows for full concentration upon the patient as well as not needing additional writing up time afterwards.

5. Surgery Items:

i) Patient Information Screens. VT said that Manor House Glossop and Howard Street now have interactive touch screens upon which information is displayed and the website can be accessed. Items like flu clinics or NHS information can be displayed.

ii) New GPs.

Dr Malik, previously a trainee with the practice, is now qualified and working 1 day per week.

Dr Madden is working 3 days per week.

6. Derbyshire PPG Network:

There have been no recent meetings. IE noted recent changes in the ICB and asked if there was any further information. VT said that some jobs have been cut and consequently some services, but little other information is known.

7.Tameside PPG Network:

Again, no recent meetings, although IE thought these would recommence in September.

8. A.O.B:

None.

Next Meetings: Informal: Tuesday 13th October, 6.00pm

Formal: Tuesday 10th November 1.00 pm