**MINUTES OF CASKGATE STREET SURGERY PPG MEETING**

**1st May 2018**

**PRESENT**: K. Thompson, S. Horner-Glister, B. Marriott, K. Rawson, T. Juhos, D. Heppenstall,

 P. Steadman.

**APOLOGIES:** C. Belton, S. Thorpe.

The minutes of our previous meeting held on 6th February 2018 were approved.

**OTHER BUSINESS:**

DNAs – Feb 138, March 197, April 178, these numbers remain alarmingly high! Lincolnshire West claim missed appointments cost 1.5M annually, with 76000 appointments missed in Lincoln, Gainsborough and the surrounding area in the past year.

Pam confirmed that warning letters do go to patients who miss two appointments, missing a third appointment could mean they are removed from our surgery patient list.

Pam to check how many patients have been warned or removed.

Recruitment - We remain one GP short, still advertising without success. We have just recruited Rebecca Phillips (Chronic Disease Nurse) which is good news. We currently have one full time Nurse Practitioner & one part-time. Our costs remain high for Locums to cover the GP shortage.

Appointments - The current waiting time to see a doctor of choice is around 4 weeks? There is still a high demand for patients requesting same day appointments! On my last visit to the surgery the Triage nurse had over a hundred patients to call back? We now have almost 11000 patients!

Pam confirmed the surgery closes one afternoon per month for training.

Fundraising – The bookstall continues to do well with £970 collected so far. My 10K run in March raised a further £230 which went directly to Marie Curie via the on line Just Giving page.

My thanks to everyone who generously donated.

Proposal to extend surgery hours – LWCCG are seeking patients views on extending hours of its 31 practices. The proposal would be to offer extended surgery hours on weekdays / weekends by October 2018. This may be to see your own GP or a GP at another surgery or to see a GP at a Central Surgery Hub?

https://www.surveymonkey.co.uk/r/Extended-hours-GP-Services

Pam confirmed the surgery has been awarded the prestigious ‘Lincolnshire Carers Quality Award’.

Information - Keith told the group about the vast amount of medical information and advice which can be found on social media, Facebook, Twitter etc. This may be about diet & fitness, health symptoms & treatments and much more at NHS Lincolnshire West Clinical Commissioning Group.

Keith to publish another piece about missed appointments in the Gainsborough Life magazine.

Next Meeting: 7th August 2018 at 18.00, Caskgate Street Surgery.

Meeting closed at 18.40