**MINUTES OF CASKGATE STREET SURGERY PPG MEETING**

**1st October 2019**

**PRESENT**: K. Thompson, S. Horner-Glister, S. Thorpe, P. Steadman, K. Rawson.

**APOLOGIES:** D. Heppenstall, B. Marriott, C. Belton, T. Juhos.

Minutes of our previous meeting held on 25th June 2019 were approved.

**QUARTERLY MEETING:**

**DNAs** – June 176, July 255, Aug. 204, Sep. 225. This continues to be a major problem nationally. Our numbers are likely to increase in the coming months as flu vaccinations have started. Keith had another piece on this subject published in the August Gainsborough Life magazine.

**Fundraising** – We have now raised a total of £2065. Our continued thanks go to our reception staff for their help with handling donations and books. Keith will transfer £200 to the surgery totalling £1000. Pam has agreed to purchase a blood pressure monitoring unit which patients wear at home for 12 hour periods as the current waiting time is around 4 weeks for patients to access one.

**Cleveland surgery** – Following some immediate concerns raised by the CQC, Lincolnshire West CCG has been supporting the GP partners to work towards addressing these concerns however it is recognised that additional clinical and managerial support is required longer term. Cleveland confirmed that Dr James Thompson and colleagues from The Welby Group will be joining Cleveland Surgery on a permanent basis. The Welby Group claim to have a wealth of clinical and management experience and are confident that together with the existing staff the group will ensure patients have access to safe quality services at the surgery now and in the future.

**Patient numbers** – Pam confirmed that we now have 11334 patients which has increased by 260 in the last year. This obviously puts our surgery under even more pressure!

**Friends & Family Patient Survey** – Following an appointment patient are asked to complete a short survey. There were 2454 appointments in August but only 52 responses came back, 96% would recommend the surgery.

**Extended appointment hours** – Pam confirmed that the surgery is now open until 19.30 on Mondays.

Meeting closed at 18.40.

NEXT MEETING / AGM : Tuesday 4th February 2020 at 18.00, Caskgate Street Surgery.