**MINUTES OF CASKGATE STREET SURGERY PPG MEETING**

**6th November 2018**

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

 P. Steadman, S. Thorpe.

**APOLOGIES:** D. Heppenstall.

The minutes of our previous meeting held on 7th August 2018 were approved.

Actions from our previous meeting –

None outstanding.

**OTHER BUSINESS:**

DNAs – August 123, September 120, October 257. October numbers were very high due to the flu vaccination period, there was a total of 4072 Nurse/GP appointments allocated in October!

Fundraising – Book sales continue to do well with £1364 collected so far. Keith to prepare a full breakdown of how the monies have been used for the next meeting.

Continued thanks to our reception staff for handling books and donations.

We need to choose a new beneficiary next February for 50% of the funds raised, we have agreed to keep it local this time so please let me have your suggestions ASAP. St. Barnabas Hospice and Lindsey Lodge Hospice were two suggestions – let me have your thoughts.

Extended Cleveland surgery hours feedback – no members of the group had any family or friends who have used this option so unable to comment. It was noted that 6 appointments were made on a Sunday and 4 failed to turn up!

Pam confirmed that an aggressive patient had to be removed from the surgery by the police, this patient has been removed from our list.

Flu vaccinations – The surgery has given 1724 vaccines since 18th September. The NHS chose to have only one manufacturer of the over 65 vaccine for the whole country and our deliveries were split into three, this meant appointments were offered to coincide with deliveries.

Patient Survey – 275 surveys were sent out at random, only 44% were completed and returned. The findings were discussed highlighting the comparison between Caskgate St. & Cleveland.

Annual recalls – No annual diabetic appointments are being made until next year. Specialised training is underway for Rebecca so recalls should start again early in the new year.

Follow up appointments – it was noted that when a GP asks to see you again in 2 weeks the surgery are unable to offer an appointment this quickly as none are available. Pam to remind GPs that

they shouldn’t offer follow up appointments when they are not available!

Staffing – Pam confirmed that we now have a male treatment room nurse and a male paramedic working at the surgery.

Next Meeting / AGM: 5th February 2019 at 18.00, Caskgate Street Surgery.

Next years other meeting dates:

Tuesday 7th May 2019

Tuesday 6th August 2019

Tuesday 12th November 2019

Meeting closed at 18.50