**MINUTES OF CASKGATE STREET SURGERY PPG MEETING**

**7th August 2018**

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

P. Steadman, S. Thorpe.

**APOLOGIES:** C. Belton, D. Seymour - confirmed that he will no longer be involved.

The minutes of our previous meeting held on 1st May 2018 were approved.

Actions from our previous meeting –

Keith confirmed that articles regarding missed appointments have been published in the Gainsborough Standard & Gainsborough Life magazine.

Pam confirmed that 8 patients were removed from our list last year following 3 non attendances.

Pam analysed the age range of the 199 DNAs in May, 25 – 34 (20%), 17 – 24 (17%), 35 – 44 (14%), 45 – 54 (12%), 55 – 64 (10%), (0 – 4 (9%), 65 – 74 (6%), 5 – 16 (6%), 75 – 84 (4%).

This represents 8 missed appointments every working day!!

**OTHER BUSINESS:**

DNAs – May 199, June 203, July 174, these numbers remain unacceptably high!

Recruitment - We need 1 GP, 1 Nurse Practitioner & 1 Treatment Room Nurse.

Nursing staff currently: 2 Nurse Practitioners, 1 Treatment Room Nurse, 1 Triage Nurse & 1 Chronic Disease Nurse.

Susan a Treatment Room Nurse recently retired.

Recruiting continues to be frustrating as we had a nurse who recently accepted a position then declined before starting?

Appointments - Waiting time to see a doctor of choice is around 4 weeks, this is a nationwide problem not just here? There is a high demand for patients requesting same day appointments!

Fundraising – The bookstall continues to do well with £1144 collected so far.

Sheila asked if it would be possible to buy a fan / blinds / water dispenser for the waiting room due to the hot weather. It was discussed at length and the group thought a fan would only benefit patients close to it. The windows had been open for ventilation. The costs associated with a water dispenser and the litter created from it were not deemed to be practical. The plan is still to contribute towards vital surgery equipment & Marie Curie with the monies raised.

Extended surgery hours – Patients will be booked by their own surgery into slots at Cleveland Surgery to be seen by one of the Cleveland GP's. Patients will have to agree to record sharing, without that consent no appointment can be booked. There will be appointments available Monday to Friday 6:30 to 8pm - a total of 4 appointments with a GP, Saturday 10am – 12, 6 appointments with a GP and Sunday 10am - 11:30, 5 appointments. There will also be some practice nurse and HCA appointments available. This has to be in place by 1st October but it is hoped it may be ready to start as early as 1st September.

Patient Access online – Sheila is still unable to access the online system?? Pam clarified the system has simply been updated and it has always been an Access operating module, other members of the group were having no such problems.

Pam also confirmed that patients are not able to book appointments online with the nurse as there are so many different clinics, a telephone call to reception will ensure that patients are booked into the correct clinic.

GDPR – (General Data Protection Regulation)

A healthy debate took place regarding this subject with questions asked to see if the surgery is compliant??

The main point raised was that a GP / nurse has to call the next patient by name for their appointment and is this a breach of patient confidentiality??

One suggestion made - could the patient booking in system generate a patient number to eliminate the use of names??

Pam confirmed that we are not in breach of GDPR by using names!

Caskgate Street Surgery is the first surgery in Lincolnshire to subscribe to our local ‘Park Run’. This is to encourage patients to participate in regular exercise. The Park Run takes place every Saturday morning at 9am behind the Everyone Active Leisure Centre. If you or a friend or family member fancy a 3.1 mile jog you’ll be made very welcome.

Next Meeting: 6th November 2018 at 18.00, Caskgate Street Surgery.

Meeting closed at 18.45