**MINUTES OF CASKGATE STREET SURGERY PPG MEETING**

**12th May 2015**

**PRESENT**: F. Kirkman (Chair), T. Juhos, L. Westnidge, B. Marriott, S. Thorpe, K. Rawson, K. Thompson.

Staff : Dr. Jose, P. Steadman.

**APOLOGIES:**  S. Horner-Glister.

Minutes of previous meeting held on 17th February were approved.

**MATTERS ARISING**:

Group name clarification: Caskgate Street Surgery PPG.

Meeting frequency: Continue with quarterly meetings.

**ANY OTHER BUSINESS:**

Main issues raised from Cleveland & Pottergate PPG meeting:

High number of missed appointments.

Little success in getting patient feedback.

Some group members unclear of the PPG role – our note now distributed to them.

Next joint meeting will be on 1st July.

Caskgate Street missed appointments:

Improvements made: Jan 284, Feb 238, Mar 186, Apr 168, 50 so far in May.

Dr Jose thanked the group for their efforts towards this improvement. Pam urged the need for patients to update their personal contact details for appointment reminders.

Awareness of our existence:

Two pieces published in the Gainsborough Standard and we should have a piece in the June issue of Gainsborough Life. Sue Thorpe was thanked for her work distributing our notices to local care homes, the health clinic, library, chemists and schools.

Liz Westnidge and Sue Thorpe have kindly offered to attend the surgery on Monday 1st June 09.00 - 11.30 & 15.30 - 17.30 to speak to patients about our group. We are looking for more volunteers to do the same on the first Monday of each month.

Caskgate Street proposal to close the list to new patients:

The proposed closure was well supported and there is a meeting next week with NHS England to discuss further. Dr Jose explained that with 10500 patients and 5 GPs we have had to make a stand as the patient to GP ratio is already well above the national average.

Dr Jose was asked if there was a possibility to increase the number of GPs.

Dr Jose confirmed that this would not happen for various reasons including not having the rooms available to accommodate more staff.

Everyone thought that the newly decorated surgery was a nice improvement.

PPG awareness week 1st – 6th June:

We await more information from the other surgeries to let us know if any activities are planned.

Meeting closed at 6.45pm.

**NEXT MEETING**: Caskgate Street Surgery, Tuesday 11th August 6pm.