**GLEBE PARK SURGERY**

**PPG MINUTES OF MEETING 28 NOVEMBER 2023**

In Attendance: Mr Ernie Thompson (Chair)

 Mrs Diana Davey

 Mrs Sue Duff

 Mr Kevin Davey

 Mrs Miriam Hunt

 Mrs Yvonne Robinson

 Mr Ian Green

 Mrs Debbie Brennan (Practice Manager)

 Mrs Karen Howarth (Reception Manager)

Apologies:

 Austin Crump, Anne Osborne, Val Beaven

**Minutes of Previous Meeting**

Minutes were read and agreed.

**Actions From Previous Meeting**

**Stagecoach** Chair ET – Would contact Stagecoach in the New Year to allow time to revisit routes.

**Practice Matters**

**Fund Raising -** DB informed the group that so far £48.50 had been raised. The raffle had started, and DB asked ET if he would be able to draw the raffle on Wednesday 20th December.

**Patient Recalls –** DB informed the group that the surgery was in the process of moving all patient yearly recalls to their birthday month, this would be taking place over the next 12-18 months. This would be the same for medication reviews.

**Patient Questionnaires –** DB informed the group that new software in the computer system allows us to send questionnaires for certain yearly reviews. The answers received will then determine if the patient can have a reduced face to face appointment or a telephone appointment. Every third year the patient would require a full face to face review, to help identify incorrect or overuse of inhalers. Initially this would be for asthma and COPD reviews but hopefully will be extended to include other chronic diseases.

**Respiratory Hub** – DB informed the group that diagnostic testing was due to start in January 24. The PCN were bringing in specialist respiratory nurses to provide 2 clinics a week, one at Minster Practice and one at Welton Practice, with a view to paying for training for practice nurses. The clinics would run until the end of March.

**New Phones** – The new phones had been installed, the transition was seamless, and they were working well. The system was much better, and both DB and KH were able to monitor call wait times with the majority being under 2 minutes, there had been 172 calls on Monday alone and 330 contacts on askmyGP, DB explained that Dr Lawrence was averaging 60 contacts per day with the British Medical Association recommending 30 for safety. KH would put contacts along with the DNA statistics.

**Dr Dancea –** Dr Dancea had started at the practice he seemed happy and was settling in well.

 **Staff Changes –** There are no staff changes.

**Items for Discussion**

**Bake Sale –** ET asked about using a Saturday session to organise a bake sale, the next Saturday clinic would be in March.

**Questionnaires –** The question was asked if a questionnaire could be sent out to patients to ask what kind of services would be useful for when we move, part of the questionnaire could direct patients to the PPG WhatsApp group.

**Update News from ICB**

ET had the lates update from the ICB and would upload as an attachment to the PPG WhatsApp for anyone who wanted.

Any Other Business

Meetings – ET asked if everyone was happy to continue to meet monthly, the consensus was to continue while we had the momentum to keep moving forward.

Move – MH asked if volunteers were needed for the move, DB advised that as soon as dates are known we will let the group know.

**DNA Figures –** KH informed the group of the latest figures for missed appointments**,** DB explained the procedure for frequent DNA offenders, patients who 3 missed appointments in a 3-month period receive a letter informing them that any further missed appointments may result in their removal from the practice list.

Phones – KD asked if the new system informed patients what number they were in the queue and if the message at the start was as long. DB advised no.

The meeting ended at 6.30pm. Next meeting will be held on Tuesday 23 January at 5.30pm