

Minutes of Patient Participation Group meeting
Glebe House Surgery 5 November 2024

Attendees: NT, SN, JG, NB and Teresa Sanderson

1. Apologies – MB, KF, PH, LO, MB

2. Minutes of last meeting – these had been read and approved by the group. A copy of these minutes will be displayed on the noticeboard in the main waiting area. They will be posted on the surgery's website.

3. Matters arising:

- **Work to Rule** – changes are happening and some services that have previously been offered will no longer happen at the surgery. Discussions are ongoing so further changes may happen.
- **Referral process** – instructions didn't clarify all issues involved in this process although no further concerns have been raised.

4. Practice news/update – Teresa informed the group that this will be her last meeting as she is leaving the surgery next week. She is not able to inform the group who will be taking over in her place. It was agreed to provisionally book a date in the diary for the next meeting but this would need to be confirmed by the new Glebe House surgery representative in the new year. There may be a delay before these meetings can go ahead again.

5. AOB:

- **How many training days do we have with surgery closed?**
These are quarterly across all GP surgery as it is for clinical training. Reception staff may still be at work although no appointments are available. This is why there should be notices up advising patients to contact Out of Hour assistance.
- **Facebook posts** – posts are currently posted on the surgery Facebook page to coincide with any healthcare promotions in a month or any infographic that could be useful to a patient (eg prescription charges, what to take for a stay in hospital).

- **Prescription queries** – all prescriptions can be submitted 7 days before they are due. This gives the surgery time to process them (approx. 2-3 days) and the pharmacies to prepare them for collection or delivery. If there is ever a need for emergency medication, to order early for holidays for example, then this will be considered if a note is added to the prescription request. We do not wish to cause any delays to prescriptions.
- **Hold times on phones** – Teresa said she would check what these should be after someone reported waiting for over 40 minutes. The average wait time for October was 2.5 minutes with the longest wait time recorded as 24 minutes. This has been consistent of late. June recoded some of the worst wait times with the longest being 32 minutes and the average wait time of 3 minutes. The office manager apologised to anyone who been kept waiting – these are always reviewed to see how we can improve.
- **Hambleton Community Action** – Kate Hawthorne came to discuss a potential car scheme helping with appointments (health inequalities). The car scheme is currently used by two members of the PPG. The current scheme manages over 6000 car journeys in a year. These can be for medical reasons but also personal reasons as there is a charge. Each journey needs to be pre-booked and confirmation is not always available well in advance, possibly only a week before an appointment. This can cause concern for those using the service as it may lead to alternative transport arrangements needed at the last minute. More volunteer drivers are always needed - a volunteer for the car scheme would have to inform their insurance that they would be volunteering, but since they are not being paid (just reimbursed for fuel), it will not affect their insurance at all. Car sharing is being considered as this would reduce costs and reduce the number of volunteers needed. It was agreed that the car scheme needs to be better advertised – both in terms of users and volunteers. This could be via social media and posters both in the surgery and in the wider community.

6. Date for next meeting – suggested 6th February 2025 but will be confirmed.