

**Minutes of Patient Participation Group meeting**  
**Glebe House Surgery 6 February**

**Attendees:** SN, NR, ES, MB and Teresa Sanderson (GHS)

1. **Apologies** – SF (has now resigned from the group), JR, JG, PH
2. Brief introductions were made to welcome MB to the group. MB has a wealth of knowledge on medical issues have represented patients on a variety of forums and was heavily involved with volunteer community transport in Bedale.
3. **Minutes of last meeting** – these had been read and approved by the group. Minutes of the most recent meeting will be displayed in the noticeboard in the main waiting area.
4. **Matters arising:**
  - **Communication** – Facebook is now being used more widely to spread certain messages for patients. The website has recently been updated with possibly more that can be done (see later agenda item).
  - **Posters** – TS to circulate posters in local villages ahead of the next meeting.
5. **Practice news/update:**
  - **Staff** – Dr Webster is now back after his sabbatical and we now have a new male registrar. This gives the surgery a better ratio of male/female GPs which can help with patient choice. A new receptionist will be starting soon and another is to be recruited. Our medical summariser is retiring shortly after 20 years of service.
  - **Pharmacy** – the one at the surgery has recently changed from Knight to Wells and they are now running a new service called Pharmacy First. They can deal with certain conditions (earache impetigo, shingles, sinusitis, UTI, sore throat, infected insect bites) without the need of a GP appointment. Please check with the pharmacy.
6. **Newsletter** – this was discussed and agreed that it should be quarterly. Ideally it needs to be issued before any surgery closures (e.g. Christmas and Easter). A new newsletter will be produced for the start/middle of March. All

members of this group will send their ideas to Teresa who will collate into a new edition. The surgery green initiatives need to be discussed.

#### 7. Green issues:

- Changing diabetic regime has caused some recycling issues.
- Over ordering meds can be a green issue as surplus meds are destroyed in case of death.
- Critical meds timescales mean patients potentially must come to the surgery more often to collect meds. Need to consider if meds can be issued less frequently to reduce visits to surgery – less volume of traffic.
- Shortage of medications causing more visits to surgery as need to change prescriptions.
- Suggestion that more text messages should be sent out to prevent excess visits to surgery whenever possible.  
Action – Teresa to discuss this further with management and in-house pharmacy team.

8. **Website audit** - following recent changes, the surgery would like a volunteer to audit the website to see how user friendly it now is. MB and NB volunteered. Teresa will email the spreadsheet that needs to be completed to both representatives.

#### 9. AOB:

- **Transport** – this will now be an issue in Bedale as our regular taxi driver has retired. Many taxi firms are involved with school transport so will not be available during certain times of the day. This may result in more patients unable to attend the surgery and request home visits. The only other option is for patients to subscribe to Hambleton Community in Action which charges per mile up to a max. charge of £20 per visit and requires advance booking.  
**Action** – Teresa will pass this message on to management.
- **Reception issue** – a request was made for receptionists to speak more slowly on the telephone as messages were being misunderstood leading to frustration.  
**Action** – Teresa to pass this message to the office manager.

10. **Date for next meeting** will be 7 May 2024 at 10.30am.