

Minutes of Patient Participation Group meeting

Glebe House Surgery 7 May 2024

Attendees: SN, PH, MB, JG, JR, Claire Barnbrook and Cathy Cutler from Hambleton Community Action, Vicky Jackson and Teresa Sanderson (GHS)

1. **Apologies** – ES, NB. Brief introductions were made to welcome JG to her first meeting. JG has lived in the area for the last five years and would like to make a positive difference to patients in this community.
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 also be posted on the surgery's website.
3. **Matters arising:**
 - **Posters** have been put up in some locations, but Teresa still has some to circulate.
 - The **website audit** was completed by MB – Teresa thanked him for his time and contribution.
4. **Practice news/update** – a new diabetic nurse will be starting in July following the retiring of one of the nurses. The two students have now finished here and the two registrars will be leaving in August. It should not affect the number of appointments on offer as GP time will revert to their own appointments rather than supervision. We expect new students and registrars to start later in the year. The reception team has two new receptionists which has increased the total number of hours worked.
5. **Pharmacy matters** – Vicky explained her role within the Glebe House in-house pharmacy team. She deals with medication reviews, out of stock items and trying to remedy it, care homes, housebound patients, hospital requests and discharge letters. Brexit has caused some shortages and there have been unprecedented shortages at times. It has not always been on routine medications but also for conditions like asthma, diabetes (insulin) and epilepsy. The war in Ukraine has also added to these shortages. Unfortunately, these delays in supply have added to waiting times for patients' medications. We need to try and improve communication between patients, staff and pharmacy teams.
6. **Newsletter** – Teresa asked if all members could come up with some ideas/articles they felt would be useful in the next newsletter which is due in June. The newsletter would be circulated to care homes electronically and it was suggested that it could be distributed to the library, tourist information and post office who all have noticeboards. Hambleton Community Action would like to provide a short article for it. A patient guide to how to use the 'online consultation' would be useful also.

7. Green issues – the surgery now have a recycle box for empty medicine blister packs. It has been in place for approx. four weeks and is almost full. The practice is looking for companies or individuals who would be willing to sponsor one of these boxes. Further information can be given to anyone interested. Wildflower seeds have been sown and bird feeders will be erected in the gardens to try and make the outside area more attractive. The surgery is considering installing solar panels and will be seeking quotes from at least three companies.

8. Hambleton Community Action – is a local charity that offers a range of services focused on enabling and encouraging participation and social connection within the community. Claire and Cathy came to discuss this service which is based in Northallerton but runs services/events in Bedale. Services are delivered by volunteers and they are always looking to recruit more volunteers.

- Community car services – need to book in advance, no limit to where they can transport you for medical appointments, charged at 45p per mile but capped at £20. Only rule is that you need to be able to get into a car yourself (physically).
- Shopping Angels – can take you shopping or do the shopping for you from a shopping list.
- Women's group in Bedale – just celebrated 1st birthday, meet on a Wednesday afternoon at Chantry Hall.
- Carers respite – usually once a week, no personal care, huge waiting list.
- Cuppa connect – meet at Bedale leisure centre and Bedale Hall.
- Hambleton Strollers – walk every Thursday at 10.30am from Bedale leisure centre. This will be a flat walk around Bedale lasting approx. an hour.
- Community visiting – mutual convenient visits usually on a weekly basis.
- Pantry + produce – open to all £10 registration fee, charge of £3 for eight items for example, based in Northallerton.

9. AOB:

- Launch of new primary care information from Humber and North Yorkshire engagement team called 'Let's get better'.
- MB attended a recent video conference organised by the ICB and involved 97 delegates. This was about what should be happening in practice.

10. Date for next meeting – 6 August 2024 5.30pm