## DR N KUMAR & DR N O UKATA

**CENTRAL SURGERY THORPE SURGERY**

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**25th September 2018**

Many thanks for attending today:

* F&F responses were shown to members– very good results coming in.
* Quick Start training for the surgery has started, further training tomorrow – explained what the training is for and what the surgery would like to learn from it
* Parking at the surgery was discussed, the landlord does not think it is practical to removal of the trees, shrubs in the parking lot to provide extra parking spaces
* Spirometry - we need to have special training for this now – we are looking at the cost in the training and if it is possible for the surgery to do this as it has changed.
* Remote booking services for home visits on, explained that the CCG have allocated to East Central surgeries and they are in the process of providing extra weekend, evening and day time appointments at a hub for us to use for emergency appointments.
* Website updated with mins of meetings, Time to Learn dates and Charges for Non NHS work
* 73 appointments Cancelled by text in the last two months – we still had 148 DNA’s for the last two months – we will look into sending a letter to patients who have numerous DNA’s we will also put up a sign showing the amount of DNA’s and cost to NHS due to this.
* New lady salaried GP starting Thursday and Friday from next month then 4 days per week from December. This will benefit the patients and lessen workload for the Doctors. It is also good as she will be working at Thorpe surgery as well.
* Diabetic training – this has been put on hold – Dr Kumar is trying to arrange some through another source.
* PPG members were asked if they would be happy to give a reason for the appointment when they called – as we feel this would be better so the reception staff can allocate the appointments according to urgency and if they need an appointment or possibly a telephone appointment. All PPG members were happy with this and thought it would be a good idea.
* The college are happy to provide ICT training for patients who request it.
* Pre diabetic training – a friend of a PPG member has been on this said it was good as it helped with her weight and also blood sugar levels – Adine will look into this – The surgery can do a referral via ACE lifestyle this may not be exactly the same as other areas.
* AOB