**Notes on Meeting held Tuesday 4th February 2014**

Present: Mrs. Liz Stewart (Practice Manager) Chair

 Dr. E.J. Peart (Partner)

 Mr. J.E (Patient Representative)

 Mr. G.L. (Patient Representative)

 Miss S.R. (Patient Representative)

 Mrs. J.S. (Patient Representative)

 Mr. F.M. (Patient Representative)

Apologies: Mrs. M.T. (Patient Representative)

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| **Item** |  | **Action** |
| **1** | **WELCOME AND INTRODUCTIONS**Mrs. N.T. is stepping down from the group due to other commitments.  |  |
| **2** | **MATTERS ARISING FROM MEETING HELD IN SEPTEMBER 2013*** **New Surgery Developments –** Decision from NHS England still pending.
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| **3** | **CHANGES TO THE PRACTICE IN 2014**Dr Emma Peart informed the group that she will be leaving Felix House Surgery at the end of March 2014. Dr Andrea Jones will also be leaving at that time. The group were sad to hear this news but pleased to hear that Dr Audrey Smith will be joining the Partnership from 1st April 2014.GL asked if the practice were considering reappointing a Nurse Practitioner. The group agreed this was something they would like to see. ES explained the practice is constantly reviewing service needs as changes occur. |  |
| **4** | **2013/14 SURVEY RESULTS – ACTION PLAN**Recent survey results were reviewed and discussed.Again many of the comments centered on the inadequate car park and waiting room which the new premises would address.The other main area the group picked up on was the fact that the online services and telephone conversations were not widely known about. It was decided that one action for the coming year would be to try and publicise new initiatives in a better way. With this in mind the practice would look at introducing a regular newsletter.There were many positive comments about the reception team.Also, it seemed the new phone number was proving popular. |  |
| **5** | **DL3 PATIENTS**ES explained that the practice had recently written to all patients living in the DL3 area requesting that they change GP. The reason for this was to maintain patient safety. The group agreed that this was necessary and gave the decision their full support. |  |
| **6** | **FEEDBACK FROM DARLINGTON COMMUNITY COUNCIL - GL**GL had attended recent Community Council Meetings and gave some feedback. The group is still unclear how GL can relay the views of the patients of Felix House Surgery to these meetings.The recent patient survey had sought views on a virtual group to run alongside the PPG but there was little interest in this.The group agreed to give this some thought and add this to the action plan going forward. |  |