**Notes on Meeting held Tuesday 17th November 2015**

Present: Mrs. Liz Stewart (Practice Manager) Chair

Dr Adrian Marshall (GP Partner)

Mr. GL (Patient Representative)

Mrs. VJ (Patient Representative)

Ms. ML (Patient Representative)

Apologies: Mr. JE (Patient Representative)

Mr. FR (Patient Representative)

Mrs. MT (Patient Representative)

Mr. FM (Patient Representative)

Miss SR (Patient Representative)

Mrs. JS (Patient Representative)

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| **Item** |  | **Action** |
| **1** | **MATTERS ARISING FROM MEETING HELD 16 JUNE 2015**   * Medication deliveries from Middleton Pharmacy to Middleton Hall. ES raised this issue with Middleton Pharmacy and asked if they could make sure they are communicating effectively with patients. Representative from Middleton Hall not present to feedback if still a problem. |  |
| **2** | **UPDATE ON THE NEW SURGERY**  ‘NHS Property Services’ is now looking at the viability of taking on the scheme with a view to building a new surgery and renting this to the Practice. They are currently looking into at alternative sites in the village and hope to have an initial report completed by end of November.  A planning application for the land on Yarm Road that Drs Marshall, Holmes and Peart own has been submitted. A decision on this is expected in January 2016. |  |
| **3** | **FEEDBACK FROM DARLINGTON COMMUNITY COUNCIL/CHANGES TO COMMITTEE STRUCTURE – GL**  Changes to the committee structure mean anyone can now apply to be on the council, not just members of PPGs. GL has applied and will continue to take issues raised at these meetings.  GL explained he has raised 3 issues at recent Community Council meetings:-   1. Hospitals using withheld numbers to contact patients. Often these numbers are blocked and messages are not getting through. 2. Lack of communication between central appointments booking team and clinics resulting in cancellations due to over booking. 3. Confusion arising from constantly changing brand (and thus colour/size) of medications by pharmacies.   Awaiting outcomes on all issues.  Other news, there is an interim Chief officer Ali Wilson whilst Martin Phillips is on sick.  There seems to be wide variation in how often PPGs meet across the town. Our group aims to meet every 3 months.  Health watch are looking at ways of engaging with the travelling community. VJ made a declaration of interest as she is a committee member of Health watch.  Information on the ‘Stay Well this Winter’ campaign was circulated.  This will be placed on practice website and Facebook page. ML will also share this information on the community Facebook page.  Fire at Carmel Medical Practice – the practice is currently operating from temporary facilities on Hunden’s Lane. | ML |
| **4** | **ONLINE SERVICES**  The practice has now opened all routine GP appointments so they are available to book online. These appointments can also be booked over the phone/face to face via reception. This gives equal choice to patients for both methods of booking.  Same day urgent appointments and Nurse appointments must still be booked via reception.  The online service ‘SystmOnline’ can also be used for ordering repeat medication.  From 1st April 2016 patients will be able to request a detailed view of coded data in their records. |  |
| **5** | **AOB**   * VJ asked about the relationship between surgery and Middleton Pharmacy. Dr Marshall explained that this is a separate business although Dr Marshall and Dr Holmes are directors. Complaints and comments should be directed to the Pharmacy Manager, Ann Wilson who is the first point of contact. * The practice has appointed a new Nurse Practitioner who works Monday, Tuesday and Friday. Bev Steel can see patients with minor ailments and can also prescribe. * Date of next meeting will be Tuesday 16th February 2016 at 6pm. |  |