Present: Mrs. Liz Stewart (Practice Manager) Chair

Dr Adrian Marshall (GP Partner)

Mr. GL (Patient Representative)

Mrs. VJ (Patient Representative)

Ms. ML (Patient Representative)

Mr. JE (Patient Representative)

Mr. FM (Patient Representative)

Miss SR (Patient Representative)

Mrs. JS (Patient Representative)

Apologies: Mr. FR (Patient Representative)

Mrs. MT (Patient Representative)

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| **Item** |  | **Action** |
| **1** | **MATTERS ARISING FROM MEETING HELD 17 NOV 2015**   * Medication deliveries from Middleton Pharmacy to Middleton Hall. Ineffective communication is still a problem. ES will mention to Middleton Pharmacy. |  |
| **2** | **HOME VISIT TRANSPORT**  The practice is participating in a scheme which can offer transportation to the surgery for an appointment instead of GP being called out on a visit. Transport is provided by Darlington Borough Council. Scheme is running until 31/3/16 and then its effectiveness will be evaluated. |  |
| **3** | **ONLINE CODED DATA**  This will be available from 31/3/16. Although enabled at practice level, patient access will be granted on an individual basis. ES explained access would only be granted following an application process which would require production of ID. |  |
| **4** | **PHARMACY/MEDICATION ISSUES**   * JE reported instances he was aware of where patients had been contacted by the surgery and told there was a prescription ready but with no explanation why. Receptionists are trained to convey messages fully to patients and so it was felt this may have been new members of staff. It is difficult to know without specific examples but ES will speak to the reception team. * Problems with SystmOnline – appear to be as a result of an update by TPP - the software company who supply practice system. Practice had not been made aware update was taking place but ES confirmed many patients had experienced difficulty. Suggestion that a poster is placed in the waiting room apologising for any inconvenience and advising patients with problems to contact reception. Also suggestion that Practice would speak to TPP to ask for warnings re updates and also feedback that the additional screen is more cumbersome. * Christmas prescriptions – seems to have been problematic with Middleton Pharmacy this year. AJM explained that since electronic prescriptions had been introduced the pharmacy computer system had experienced real difficulty which may have contributed to this. A new system is being installed next week and it is hoped this will improve the situation. * VJ asked if patients could take prescriptions to any pharmacy. Although this is the case it seems Boots had refused to dispense one – AJM offered to look into this if it happened again. |  |
| **5** | **SURGERY LATEST**  AJM gave an update. NHS Property Services are planning to develop the scheme and gave the practice an indicative timeline of 6 months discussion phase followed by 12-18 month delivery phase. There is a planning application in for land on Yarm Road which will be heard in March. Unsure if NHS PS will be using this land but we have been assured the new surgery will be within the village of Middleton St George.  AJM has given a guarantee that services can continue to be provided from present site so long as there is progress with new building.  GL read a statement from a leaflet which has been distributed to some homes in the area by NDP. The practice has challenged the inaccuracies in the statement with regards to the commitment of the GPs. It was felt regular updates were needed to communicate developments to patients. Newsletters, posters and website updates will be used. ML offered to help with wider distribution. |  |
| **6** | **FEEDBACK FROM COMMUNITY COUNCIL**  GL explained the new arrangements. He is a council member as a patient and not as the practice rep. Has attended a training and induction event in January. Problems and issues can still be given to GL to take to the council. |  |
| **7** | **FUTURE PPG MEETINGS/GP REPRESENTATIVES**  Unanimous agreement by the group that they feel there should be a GP representative on the group after AJM retires. ES will feed back to the Partners. |  |
|  | **AOB**   * FM mentioned how well his wife had been treated at NTGH. He will write to give them positive feedback. JE commented that for every one complaint received by DMH, there are 50 recommendations for good care/service received. * ML voiced fears that the baby clinic at Community Centre may be being withdrawn by Health Visitors. ES confirmed there had been an enquiry around using a room for development checks at the surgery but explained it would not be possible for a baby clinic to be held in current premises. * Date of next meeting to be arranged. This will be circulated with the outcome of the planning application hearing. |  |