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

Present: Mrs. Liz Stewart (Practice Manager) Chair

 Mrs. JS (Patient Representative)

 Mr. JE (Patient Representative)

 Mr. FR (Patient Representative)

 Miss MT (Patient Representative)

 Mr. FM (Patient Representative)

Apologies: Dr. A. J Marshall (GP Partner)

 Mrs. JR (Patient Representative)

Mr. GL (Patient Representative)

 Miss SR (Patient Representative)

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| **Item** |  | **Action** |
| **1** | **MATTERS ARISING FROM MEETING HELD IN JAN 2015*** SURGERY PERFORMANCE – Early results of Friends and Family Test were discussed. There has been a poor response in terms of numbers but 100% of patients would recommend the practice. This survey is a contractual requirement and so discussion will become a standing agenda item.
* NEW SURGERY DEVELOPMENTS – No developments. CCG have a meeting scheduled with Parish Council and NHS England so there may be more news following this.
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| **2** | **PATIENTS WHO DO NOT ATTEND APPOINTMENTS (DNAs)**Darlington Practices are currently engaged in working collaboratively. Many of the practices have adopted a policy with regards to patients who habitually fail to attend for pre-booked appointments. These wasted appointments add strain to an already overburdened system and result in reduced access. Some practices will write to patients who have not attended for an appointment to highlight this is not acceptable. After three missed appointments the practice has the ability to remove a patient from their list. ES asked the group for their thoughts on Felix House adopting this policy. They agreed in principle but felt it was important to treat each case individually and use a softer approach. ES would discuss this with the partners as a possible area of priority. |  |
| **3** | **ACTION PLAN FOR 3 KEY PRIORITY AREAS**1. Assist with and contribute to all matters relating to new surgery as appropriate. Group reiterated their commitment to this.
2. Improve communication. Bimonthly Newsletter and Facebook page are now established. MT will ask if Sadberge Village Hall can accommodate a space on notice board for ‘Surgery News’. FR asked if a list of services offered by the practice can be included in next edition of newsletter.
3. Ensure good level of access for appointments at surgery which may mean adopting a DNA policy as in item 2.
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| **4** | **FEEDBACK FROM DARLINGTON COMMUNITY COUNCIL – GL**Carried forward. |  |
| **5** | **AOB*** FM mentioned problems with hospital departments not communicating effectively with each other. The group agreed this was a problem.
* Date of next meeting will be Tuesday 12th May 2015 at 6pm.
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