**Notes on Meeting held Tuesday 5 February 2013**

Present: Mrs. Liz Stewart (Practice Manager) Chair

 Dr A J Marshall (Partner)

 Mr. FM (Patient Representative)

 Mr. GL (Patient Representative)

 Miss SR (Patient Representative)

 Mrs. JS (Patient Representative)

Apologies: Mr. AS (Patient Representative)

 Mrs. NT (Patient Representative)

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| **Item** |  | **Action** |
| 1 | **WELCOME**ES welcomed the group and gave apologies for representatives not present. Unfortunately Mr. AS has decided to step down from the group. It is hoped AS will be able to suggest a replacement representative.Dr Marshall asked the group if they felt the Partner representative should be rotated (as it currently is) or if one Partner should become responsible for the Patient Group. There were no strong feelings on this either way. |  |
| **2** | **MATTERS ARISING FROM MEETING HELD IN OCT 2012*** Online booking of appointments – this is now available via the practice website

([www.felixhousesurgery.co.uk](http://www.felixhousesurgery.co.uk))The group felt that this had not been promoted enough and further advertising was necessary. GL asked if the repeat prescription screen could be altered to display the same information as the prescription counterfoil. ES will look into this.* Text messaging – this is now set up but not widely used yet due to concerns over confidentiality and consent. It was agreed it would be useful for receptionists to start routinely checking preferred contact numbers for patients.
* New premises – Dr. Marshall explained that an area of land had now been purchased and the next stage was to draw up a business plan and meet with developers. It is proposed that the business plan will be circulated to members of the group for comment. At this point Dr. Marshall also informed the group that the practice is in the process of selecting a fourth partner and explained the merits of this with regards to admin workload and continuity of care for patients.
* 0844 number – preliminary meeting had taken place with the phone company. Next meeting is due to take place in February. It was agreed that an alternative 01325 number in addition to the 0844 number was desirable.
 | ES |
| **3** | **EVALUATION OF PATIENT QUESTIONNAIRE RESULTS**Patient Survey was carried out December 2012 – recently collated results were circulated. The group was asked to review the comments sections. | All |
| **4** | **FEEDBACK FROM DARLINGTON COMMUNITY COUNCIL MEETING**GL had attended the preliminary meeting of Darlington Community Council as the Felix House Surgery representative. This new council is to be a vehicle for patient concerns and views to be fed up to the Clinical Commissioning Group.Members of the patient group were unanimous that GL should continue as the representative for the practice. Any concerns or agenda items should be brought to GL to take forward. Members were asked to think about how we would design a mechanism to collect patient views. |  |
| **5** | **AOB**JS mentioned concerns regarding the practice policy which places the onus on patients to ring for results. Recently a patient she knew had abnormal results but had not been informed as she had not contacted the surgery. It was felt that this was a rare occurrence but the practice would look into the possibility of eliminating this risk. | ES |
| **6** | **SUGGESTIONS FOR ACTION PLAN 2013*** Business plan to be drawn up and circulated to group.
* Dr. Marshall and ES to meet with phone company.
* Group to review comments and results of survey and feedback as appropriate. Survey results to be publicised on surgery website.
* GL to be Felix House Surgery representative for Darlington Community Council meetings and to feedback to patient group.
* Practice to look at possibility of flagging test results which patients fail to collect.
 | AJM/ESAJM/ESAllGLES |
| **7** | **DATE & TIME OF NEXT MEETING**To be confirmed but is scheduled to take place in approximately 3 months. | ES |