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| MINUTES OF MEETING WITH PATIENT FORUM  **Thursday 20th July**  **2017**  **PRESENT:** Terri Bartlett (PM), Rachel Morris (admin), Bruce Elliott, Sheila Crosby, Richard Twomey, Neil Thompson, Carole Ferguson, Michael Bennett    **Apologies**: Sheila Parkes |
| **Items discussed today**  **Agenda items:**  Terri introduced herself to the patient forum and kindly asked everyone to introduce themselves.  **1. Minutes of previous meeting – held 6th April 2017**  Nil to discuss.  **2. Matters Arising**  Nil.  **3. CCG Patient Forum Feedback**  Members can join via the CCG website, application available online.  **4. Hubs**  Moorlands are now part of our hub, our hub group is Blacketts, Orchard Court, Rockliffe Court and Moorlands.  There is a volunteer week within the hubs in August where patients can get involved with different groups such as AGE UK. It’s a good way for patients to access and become involved in.  Dave from AGE UK did a ‘pop up desk’ at our reception on Friday 14th July to help promote social prescribing.  There will be an annual tea dance in the town centre to promote the surgeries, such as when our flu campaign will start, patient participation groups and system online. Date for this is yet to be confirmed.  **5. Staff/Building Changes**  Dr Penney retires in October.  Dr Ross a new partner to the practice will start the beginning of October.  Gemma our IT lead is pregnant and due to go on maternity leave in December.  Nicola our data administrator leaves on Tuesday 1st August and we have appointed a new member of staff to cover Nicola leaving and maternity cover.  Holly our practice nurse is developing her role and attending training courses.  Kay our practice nurse is developing her role also and is now doing a more senior role of practice nursing.  The overflow pipe at the front of the building is still leaking and there is also guttering to mend around a couple of sections of the building. These are due to be fixed with our handy man.  The painters finished final touch ups of the building on Tuesday 18th July.  **6. Patient Survey/Friends & Family Test**  The patient survey is available on our website and the results can be viewed.    **7. Weekend/Late Evening Clinics now held at Dr Piper House**  These clinics are now held at Dr Piper House and are available to be booked by our receptionists.  Out of hours urgent care is now located at accident and emergency at Darlington Memorial Hospital.  **8. Patient Leaders Programme**  Please see attachment on email with details. If anyone is interested please let Terri know.  **9. AOB**  Holly our practice nurse will be able to do a leg ulcer tissue viability clinic once she has done the necessary treatment.  Terri has briefly looked at our practice website but will look into it further to make amendments.  We will amend the wording for the system online access and will look into adding a message when ordering a prescription so it notifies a patient if any monitoring is due.  Date of the next meeting will be on Thursday 12th October at 2pm. |