**Carmel Medical Practice**

**Patient Participation Group**

**Date: 12th October 2017**

**Present:**

**Terri Bartlett – Practice Manager**

**Rachel Morris – Office Manager**

**Bruce Elliott**

**Sheila Parkes**

**Richard Twomey**

**Neil Thompson**

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| **Item** | **Outcome** | **Action** |
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| **Apologies For Absence** | Carole Ferguson, Michael Bennett and Sheila Crosby |  |
| **Minutes of Last Meeting** | N/A |  |
| **Matters Arising** | Leg ulcer clinic is still at Park Place, patients can still attend the clinic at the moment. Holly our Practice nurse can also see our patient’s. Practice website will be updated in due course.  |  |
| **Agenda Items****Hubs****Staff Changes****Flu Season/ PHD weekend/evening service****AOB** | There is no new updates/developments currently. The next hub update is on 2nd November. Dr Penney has now retired. Dr Ross a new partner started on 2nd October. Robbi our new IT Co-ordinator/Data administrator started in August. Dr Markwick has taken over our minor operations clinic.Professor Fuat is off for the foreseeable future, he has recently been diagnosed with tonsillar cancer. We are actively inviting patients to our flu clinics, they are full and we have just added another clinic on. Pharmacies are giving the flu jabs again and a lot of patients are going there. PHD (Primary Healthcare Darlington) are offering clinics on an evening and weekend, this means we don’t have to open extra on a weekend. There are no plans to move premises. We are going to utilise the space we have in our current building the best we can. The phone message on a Tuesday when we are closed for an hour needs updating.The surgery car park is very busy and as we all know not very big to accommodate everybody. Terri will look into trying to make it more accessible to patients and easier to park.Our appointment system is available to book in advance. We have pre-bookable slots that open up 3 days in advance, 2 days in advance and the day before aswell as on the day slots. Online booking for appointments is also available.GP’s do tend to book appointment slots that they shouldn’t, we are trying to have a more robust system and make sure it is fair all round.Bruce kindly offered his help for patient’s in the practice for anyone needing help/advice which we will certainly keep in mind. | **All of the group would like to pass on their well wishes to Professor Fuat – we will pass this on to him.****Terri and Rachel are going to look at the whole phone system and make sure it is up to date.** |
| **Next Meeting** | **18th January 2018** |  |