**Date:** 26 March 2019

**Venue:**  St George’s Medical Practice (SGMP) – staff room

**Attendees**

Liz Stewart (LS) - Chair Hannah Richardson (HR)

Grahame Levett (GL) Serena Rana-Rahman (SR)

Frank Mills (FM) Val Johnston (VJ)

Marjorie Dunn (MD)

**Apologies**

Andy Jones (AJ) Jane Sinski (JS)

**Agenda used**

* Roll call / apologies
* Review minutes & any matters from previous meeting – All
* Patient Survey results – ES
* National Diabetes Prevention Programme - GL
* Feedback from Darlington Community Council – GL
* Screening/Well person checks - VJ
* Arrange next PPG meeting & assign actions - All
* AOB

**Summary**

**Patient Survey** – results of the patient survey and the common themes were reviewed (please see website for full results). On the whole the feedback is very positive. Some issues are linked to the temporary building (such as no automatic doors and lack of privacy at reception area). General consensus is that patients are satisfied with the practice and the service provided. LS went on to explain we are in the process of reviewing the appointment system due to the strain of keeping up with demand. The group were asked for their thoughts on this. More information will follow.

**National Diabetes Prevention Programme** – Patients with a ‘borderline’ HbA1c reading (picked up on health check at surgery) are offered the opportunity to enrol on this programme. GL shared his very positive experience of this. It comprises 13 monthly group sessions held locally to encourage lifestyle change. GL would recommend anyone offered a place on the programme to take it up. If anyone has any queries on this please contact Deputy Practice Manager, Hannah Richardson at the surgery.

**Feedback from Community Council** – GL attends bi-monthly meetings.

* Recent discussions have been around practices encouraging the use of the GP evening and weekend access service. SGMP does actively promote these appointments.
* Uptake of eConsultations was discussed. There is a gradual increase in the use of these at SGMP although not as many patients as we would like are using them. They are very useful in most cases and patients are assured of a response by 6pm the next working day.
* Health watch are currently running a survey for the patients of Darlington to find out what improvements can be made to make care better.
* Recent Tea and tell event was held at head of Steam – no feedback received.

**Screening/Well Person Checks –** VJ queried this following a recent newspaper article which showed older women who are no longer eligible for cervical screening, going on to develop cancer. LS explained this is a national screening programme. The current age restrictions were introduced several years ago and the practice has to follow the guidance from NHS England. This does not stop anyone who is no longer in the screening programme and is worried from seeing their GP to discuss.

Regarding the 'well-person' checks, these have been replaced by NHS health checks or cardio-vascular risk assessments.

**Next PPG meeting** – Date to be arranged in July/Aug 2019.

**AOB** – FM asked about progress with new surgery – ES explained there was no news to report but the CCG and developers are in discussion and the practice have been assured the target for September 2020 is still achievable.

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