**Sacriston Surgery**

**Patient Representative Group**

**10.07.19**

**In attendance** Martin Bell

Maureen Brown

 Una Mack

Alan Wilde

 Kathleen Savory

**Apologies** Jane Chapman

Maureen Craik

David Garratt

 Katy Harrison

Heather Liddle

1. **Notes of last meeting**

No issues

1. **Action Plan**

All progressing well.

* Discussion around the publicity material Martin had produced, and the tweaks group would like to see.

**ACTION** Martin to tweak material

1. **Practice Update**
* Discussed CQC annual self-assessment and quality assurance phone call: practice rated as “same as last inspection” for another year.
* From the self-reflection, practice things that need to do more for young families and teenage aged patients.
* Discussion about Mental Health support and Talking Changes.
1. **Patient Charter**

Discussed: agreed that is useful document, especially with regards to patients displaying challenging behaviour.

**ACTION** Begin to implement

1. **Discussion on DNA rates**

**ACTION** Ensure these are displayed in practice waiting area

1. **Update on changes within Primary Care**

Martin briefed meeting regarding latest position on Primary Care Networks locally.

1. **Friday Group**

Discussion about this group, and from it a discussion about the timing of these meetings. The Friday exercise class is moving to a Wednesday, and to allow people to get to both the class and this meeting, it was discussed and agreed to change the time of this meeting to 2.30 pm – 3.30 pm.

**AOB**

AW asked about whether practice had any say regarding new housing developments. MPB responded that Durham County Council planning has statutory duty to inform us, to seek our views, and developers should take into consideration public services if these are under-provided for in the area of proposed development.

**Date of next meeting**

Wednesday 11th September 2019 at 2.30 pm