

# Minutes

## St Andrew's Medical Practice Patient Group

### 5pm, Tuesday, 9 December 2025

<b>In attendance - Members</b>	PC, JC, KC, NC, TC, CK, CP, PY	
<b>In attendance - Other</b>	TM	
<b>Apologies received</b>	CP	
<b>Did Not Attend</b>		

	<b>Agenda Item</b>	<b>Action</b>
1	<b>Welcome / Introductions / Apologies</b> Apology received from <b>CP</b>	
2	<b>Confidentiality</b> Attendees are reminded of the confidential nature of items discussed and anything they might see while in the premises relating to patients.	<b>ALL</b>
3	<b>Aileen Darnton, Care Coordinator</b> Aileen discussed the roles of Care Coordinators, Social Prescribers and Health Coaches	
4	<b>Follow-up items</b> <ul style="list-style-type: none"> <li>a) Discussions took place about a 'walk-in' clinic which could be used to fill DNA's.</li> <li>b) Dignity in the waiting area – Yellow and black tape and sign on floor has been added. Works sometimes, but many people ignore the request</li> <li>c) TV Screens at Oxford Road – some additional chairs have been added facing reception</li> <li>d) Newsletter – First quarters newsletter has been produced</li> <li>e) Ring Back System – still not working, being investigated</li> </ul>	
5	<b>Surgery Updates</b> <ul style="list-style-type: none"> <li>a) <b>GP Contract</b> – Nobody should be told to ring back but should be dealt with during the call</li> <li>b) <b>Staff update</b> - new F2 (Dr Opara), nurse Kayleigh leaving, Dr Anderson leaving</li> <li>c) <b>Covid Boosters</b> – starting on 13 April. Those eligible will be invited by text / phone - &gt;75 and immunocompromised</li> </ul>	

	<p><b>d) Feedback</b> – TM read some feedback. In this quarter only 2 received via web. Access to feedback on web will be improved.</p> <p><b>e) Statistics:</b></p> <ul style="list-style-type: none"> <li><b>a. Num Patients:</b> 15,898 (48 increase since Dec)</li> <li><b>b. Num Patients registered in last year:</b> 1,155</li> <li><b>c. Num of appts last week:</b> 2,960</li> <li><b>d. eConsult Feb:</b> 927</li> <li><b>e. Num of DNA in Feb:</b> 321 (down 128 from Nov)</li> <li><b>f. Num of call in Feb:</b> 8,566</li> <li><b>g. Num of callback requested in Feb</b> – 33 Note: the callback feature is active between 8am and 4pm and is available when there are at least two people in the queue beyond those that are being dealt with.</li> </ul> <p><b>f) Current housing development in Spennymoor</b></p> <ul style="list-style-type: none"> <li><b>a.</b> Moulders Park – 67</li> <li><b>b.</b> Cornish Park – 113</li> <li><b>c.</b> Whitworth Chase – 299</li> <li><b>d.</b> Merrington Lane – 248</li> <li><b>e.</b> York Hill Road – 350</li> <li><b>f.</b> Merrington View – 16</li> </ul> <p>This will give an approximate increase in the population of 2,500 for St Andrew’s and Bishop Close</p>	<p><b>PY</b></p>
<p>6</p>	<p><b>Questions from the group</b></p> <ul style="list-style-type: none"> <li><b>a) Parking in Sensier House disabled bays</b> – JC/PC commented on what appeared to be non-disabled badged cars parking in the 3 disabled bays. <b>TM</b> will remind staff about not parking in the bays. <b>PY</b> will review and update Web. <b>KC</b> will cover in next newsletter</li> <li><b>b) Display in foyer</b> – Information there relates to 2019 and needs to be updated with current posters. <b>TM</b> is aware (keys have been mislaid) and will progress</li> <li><b>c) Can you book a GP of your choice</b> – Yes, but you might have to wait. Nurses and Health Care Assistants appointments are available four (4) weeks in advance. GP and Advance Nurse Practitioners are only available to prebook seven (7) days in advance.</li> </ul>	<p><b>TM</b> <b>PY</b> <b>KC</b>  <b>TM</b></p>
<p>7</p>	<p><b>Next Meeting</b> – Tuesday, 9 June 2026 @ 5pm</p>	