

Rockliffe Court Surgery

PPG Meeting 27/10/25 5pm

Attendance - Mike, Aylsa, Wendy, Audrey, Tim, Alison, and Lucy

Apologies – John M

1. Lucy welcomed everyone to the meeting, read minutes of previous meeting and they were agreed to be correct. Apologies were given as meeting was due in July.
2. Dr Kent has been absent due to illness since July. We do not have a date for his return, but we do have Locum cover booked until end March.
3. We have employed a Foundation Pharmacist, Steph, who Alison is supervising. She will be with us on a one-year placement. Wendy thought that she had spoken to Steph and gave positive feedback.
4. Dr Walden has retired and is no longer a Locum option.
5. We have two regular Locums now Dr Jodie Harrison & Dr Ish Reham. Dr Rehman has a special interest in Sports medicine and works for England U18 Football team. He will be in Qatar with them in November. We are lucky to have two GPS with special interest with us now – Dr Rehman & Dr Cooper (Dermatology).
6. Alison updated the group on the new GP Contract and the implications of the 18:30 finish, which is currently outsourced between 18:00-18:30 for all of Darlington. We do however monitor and action eConsult's up to 18:30.
7. Lucy gave an update on the current Flu / Covid campaign. In October we have given 1145 Over 65 flu, about 300 Under 65 flu, 44 for 2-3-year-olds, and 615 Covid Jabs. Despite reducing our order for the under 65 flu jabs we still have about 150 to use up and are really trying to encourage uptake for this group. We have reduced our order again for this cohort for next year.

During the Saturday Flu clinics, a patient had moaned that the side door was not in use, we advised that this was because a patient had fallen out the door previously. The back door was opened to help patient flow.
8. We had received a letter from ICB to congratulate us on our Annual Patient Survey Results
9. The new lung cancer screen service was discussed. Patient feedback was the service was quick but receiving results was slow. He had checked NHS APP but seen nothing.
10. The group discussed the 111 triage system and what a positive process they had experienced using it.
11. The surgery is trying to reduce the number of inappropriate patients on Repeat Dispensing. Repeat Dispensing was designed for stable patients on a couple of items. A 12-month prescription can be issued by the GP, which goes to the pharmacy for the patient to collect every 4 weeks, with no further GP involvement. It works great for the correct patients, but we have had issues with patients who have too many items not needed each month, and stock issued. Patients whose meds need tweaking and then everything falls out of synch. It was creating more work than a benefit.

We have asked patients to take accountability of their own medications; order monthly and hopefully reduce waste for the NHS. Patients can order via NHS APP, online with

SystemOne login, via email rockcliffe.prescriptions@nhs.net, dropping a slip into the box or in person. For patients without online access the surgery has set up tasks to order monthly, which our surgery pharmacy team monitor (Vicky & Steph).

The group agreed that this was a good approach to reduce waste and ensure service still available for suitable patients.

12. Movement of the building due to the trees and dry summers was discussed. Builders and surveyors have been involved. Rockcliffe Hall have confirmed that they have done a full tree survey of their estate, and some trees will be tested for a fungal infection, if this is confirmed it will go to the council for authorisation to remove. Rockcliffe Hall also confirmed that they had a tree maintenance plan and we asked if some of the larger branches above the surgery could be added to this.

We will continue with our decorating maintenance plan in the surgery; gaps will be filled as we decorate.

The group had a walk to the worse area in the building – Near room 5 & 8 to look at the floor, wall & doors. We confirmed that we are getting a small ramp installed near the door to level the area / improve patient awareness of unlevel floor.

13. The group confirmed that they were all happy for their email to be provided to CQC if it was requested
14. Lucy thanked the group of their ongoing support. Date for next meeting April 2026, Group would prefer a Tuesday.