



Darwen Healthcare Patient Participation Group Meeting Minutes

Monday 25th March 2024 5:30 – 6:30 pm

Name	Position	Int	Attended
Barry Ashbolt	Chair	BA	y
Anne Crook	Vice Chair	AC	y
Alan Pickup	Secretary	AP	y
Karen Narramore	Member	KN	Apologies
Christine Sharples	Member	CS	y
Carol Guy	Member	CG	y
Brian Taylor	Member	BT	apologies
Anne Watson	Member	AW	Apologies
Roger Marsden	Member	RM	Apologies
Janet Bowker-Bull	Member	JB	Apologies
Wilf Helliwell	Member	WH	

Name	Position	Int	Attended
Ann Neville	Practice Manager	AN	y
Nicola Wright	Quality Lead	NW	
Kim Cunningham	Operations Lead	KC	
Susan Taylor	Patient Engagement	ST	

No	Item	Content	Action	Deadline
1.	Welcome - Chair	BA welcomed everyone to the meeting which was held on MS Teams		
2.	Apologies - Sec	As noted above		
4.	Minutes of the last meeting - Chair	The minute of the Meeting o the 22 nd January 2024, previously circulated, where agreed as a true record		
	Practice Update - Ann Neville	AN Advised that the practice list is now 14030 patients, a new Female GP is starting soon Dr Meredith. She will pick a speciality to compliment the other GPs and possibly undertake a project. Failed to attend appointments was 105 so is still around the 3% mark. Only staff change is LH who has left the reception team. DT is leading the Reception team and all is going reasonably well at the moment. We have recruited 2 new Receptionists . One has experience of working in a GP Practice the other has worked in the hospital services.		

		<p>The practice achieved good outcomes in the Quality & Outcomes Framework Immunisations targets are above the required threshold at around 97% There has been one positive measles case reported by the practice, measles is of great concern at present and the practice has a system in place when registering new patients from overseas in ensuring there is documented evidence of vaccinations.</p> <p>Reception are asking more in-depth questions where measles case is suspected and this is being treated with similar precautions used during Covid.</p> <p>A survey had been sent out to patients across BwD for all practices, DHC carries out its own PPG survey which gave good ratings, however this new survey also gave good satisfaction from patients. The questions included availability of appointments, where you happy with the appointment, if there was no GP available would you see another clinician. It also asked about the website, which had already been rated by Healthwatch as excellent. There were no major issues reported.</p> <p>The mammogram uptake for Darwen has been reported at 73%, which is a 20% increase on uptake during covid due to no on site mobile unit. Pre- Covid the uptake was usually 70%.</p> <p>The group had no further questions for Ann.</p>		
3.	Healthy Darwen Day	<p>AP advised that he had not attended many meetings lately due to other health issues of a relative. Brian was unable to attend. Alan Advised that Public Health had taken on the organising role to ensure public liability was covered. Anne Crook advised she is now part of the organising group. He noted that the Market Hall refurbishment had now been deferred until 2025</p>	AP/BT to take to PCN meeting	April 24
4.	Prescription Helpline	<p>BA and AP reported recent experiences of using the dedicated Prescription line. Barry reported being in the queue quite sometime and then the call was dropped and he had to retry. AP report that both he and relative had been in the queue for a considerable time exceeding 20mins, to with the number</p>		

		queuing never seemed to drop below 7. He advised that the charge on the relative's mobile had run out due to the length of time. AN will look at the system reports to see if there were any anomalies on those calls. AN advised there had been some issues in Jan/Feb which the management team reported to the Partners meeting. It may also have been due to staff shortage during that period.	AN to look at reports and update at next meeting	May 24
5.	AOB	<p>BH asked if there was any special service for those with Long Covid Symptoms. He was surprised to learn the number of symptoms that had been associated with this and how they would identify Long Covid as the cause. AN advised that there is a dedicated Long Covid Ward Service to which GPs could refer patients if it was suspected. AN advised that the nursing team had noticed a correlation between patients who had been diagnosed with Covid and certain conditions, they were going to discuss with the GP Partners.</p> <p>AN advised that Covid vaccine boosters will commence 15th April with the over 75s or immunosuppressed being the first cohort.</p> <p>AN advised that the practice was preparing a Bereavement Guidance booklet and once the Partners had seen the first draft it will be forwarded to the group for comment,</p>	AN advised would forward to the PPG for comment	May 24
6.		There being no further business the meeting closed. The proposed dates for next year are listed below		

Date	Meeting
20/05/2024	PPG Meeting
15/07/2024	PPG Meeting
23/09/2024	PPG Meeting
25/11/2024	PPG Meeting & AGM