

**Darwen Healthcare Patient Reference Group  
Annual General Meeting  
Monday 21 November 2016  
5:30 – 7:00 pm**

**Present:** Ann Neville, Practice Manager (AN)  
Susan Hill , Administrative Co-ordinator (SH)  
Tracy (TJ)  
Ian (IT)  
Ian (IG)  
Pauline (PM)  
Barry (BA)  
Jackie (JB)  
Kelly (KL)

**Apologies:** Caitlan (CJ)  
Tania (TL)  
Wilf (WH)  
Dee (DA)

No	Item	Content	Action	Deadline
1.	Welcome and Introduction	Ann Neville welcomed everyone to the meeting.		
2.	Apologies	Apologies received as above		
3.	Minutes of the last meeting	Agreed as an accurate record		
	Matters Arising	Loneliness questionnaire discussed and final 5 questions agreed.	<b>Practice/PRG to complete the survey and report findings at the next PRG</b>	<b>December 16</b>
	Prescription Ordering Changes	AN reported on the whole the process was going reasonably well and had received some positive feedback from patients and pharmacists. There had been some issues with the phone system in terms of IT problems.	<b>AN to ask KC to contact IT and correct the problem</b>	<b>November 16</b>

	CQC Rating	The group discussed the recent CQC Inspection report following the Inspection on 31 August 16 and was delighted with the “Outstanding Rating” AN reported that a further press release had been issued on the CQC website with glowing remarks.	<b>AN to send the link to members</b>	<b>November 16</b>
	Local Bus Timetables	TJ asked why there was no report in the Telegraph regarding the CQC rating and felt that there should be.  Not yet acquired.	<b>TJ, PRG Chair felt that this should be published and agreed to complete by contacting them as PRG Chair.</b>  <b>AN to ask a member of the reception team to acquire</b>	<b>November 16</b>  <b>November 16</b>
4.	Practice Manager Overview Failed to Attends October 16  Waiting times for GP Appointments	AN gave an overview: Failed To Attends staying reasonable stable at approximately 44 month on pre-bookable GP appointments and 10 on the day GP Appointments.  Waiting Times for Pre-bookable appointments with own GP range from 4 – 10 days depending on whether the GP is on annual leave.  One written complaint received since last meeting	<b>Continue to follow the Failed to attend policy</b>  <b>Addressed as per complaints protocol.</b>	<b>On-going</b>  <b>November 16</b>
5.	Nominations for PRG Chair, Vice Chair and Treasurer/Secretary	The group discussed the nominations and it was agreed that TJ remain Chair, BA remain Vice Chair with the Treasurer same at present although this may change as the current holder may not be able to continue.	<b>AN had already thanked current holders for the work they had done</b>	<b>November 16</b>

	Dates agreed for next Year's Meetings 5:30 -7:00 pm	16 January 2017 20 March 2017 15 May 2017 17 July 2017 18 September 2017 20 November 2017 (AGM) 5 December 2017 (Christmas Meal)	<b>TJ to Place list of dates on the PRG noticeboard</b>	<b>25 November 16</b>
6.	Flu Immunisation Clinics	Uptake extremely good and coming to the end of the immunisation supplies if further are needs will obtain. AN advised that the practice had received a letter that there would be an awards event for the practice with the best uptake in each CCG area in the different cohort of patients	<b>Practice to continue vaccinating until complete.</b>	<b>December 16</b>
7.	PRG Christmas Meal	The PRG Christmas Meal has been booked for 6 December and AN thanked all for their hard work during the year.	<b>AN to send off menu choices</b>	<b>November 16</b>
8.	General Practice Awards London	AN reminded the PRG that the General Practice Awards was taking place this Thursday. AN advised that there were some excellent practices and organisations that had also been shortlisted but was delighted that the practice had gotten this far on its first nominations.	<b>AN to update the PRG on Friday</b>	<b>25 November 16</b>

9.	<p>Any other business: Xmas Tree Display</p> <p>NACOA (National Association for Children of Alcoholics)</p>	<p>The practice had sponsored a Christmas tree via St Peter's Church in Darwen and some of the PRG Members had agreed to decorate on behalf of the group and the practice. The funds raised would support the maintenance of St Peter's Church, East Lancashire Hospice and Derian House Hospice.</p> <p>BA gave information and had obtained a supply of posters and leaflets and felt that awareness could be raised through the practice.</p> <p>Information to be presented at the practice clinical and non-clinical meetings to ensure all staff are aware. AN to ask KC to place the link and information on our practice website.</p>	<p><b>TJ/PM/CJ to decorate the tree on 6 December 16</b></p> <p><b>TJ to update the PRG Noticeboard</b></p> <p><b>KC add as an agenda item</b></p> <p><b>KC update the practice website</b></p>	<p><b>6 December 16</b></p> <p><b>25 November 16</b></p> <p><b>2 December 16</b></p>
10.	Date and Time of Next Meeting.	Monday 16 January 2017 at 5:30 -7 :00 pm		