



## Darwen Healthcare Patient Participation Group Meeting Minutes

### Monday 26<sup>th</sup> Sept 2022 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
Ian Townsend	Member	IT	y
Karen Narramore	Member	KN	y
Christine Sharples	Member	CS	y
Carol Guy	Member	CG	A
Brian Taylor	Member	BT	y
Jessica Mottershaw	Member	JM	A
Anne Watson	Member	AW	A

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	y

No	Item	Content	Action	Deadline
1.	<b>Welcome - Chair</b>	BA Welcomed everyone to the meeting		
2.	<b>Apologies - Sec</b>	As noted above		
3.	<b>Minutes of the last meeting - Chair</b>	Agreed as a true record		
4.	<b>Practice Update – Ann Neville</b>	AN advised that the practice GPs are encouraging patients to join the PPG. Turning to the Practice Update previously circulated (copy attached). Highlights = List size now 13215, new trainees have settled into the practice, recruited two new nurses. New phone system embedding in after a few blips, waiting times now down avg 2mins 30 sec. When 8 patients in the queue allows them to request call back. Screening above national targets, Covid and Flu vaccinations progressing. See Report for further details. Week Comm 5 <sup>th</sup> Dec was agreed as best date for all, AN to book venue		

		Brian Taylor advised that he would be requesting funds from Darwen Town Council for the Child Flu campaign which is centred around a Bubble Party. This is a Darwen PCN Initiative. Dr Ninan is still doing Steroid Injects in view of the waiting lists at the MSK Service.		
5.	<b>Christmas Get Together</b>	It was agreed to have a get together this year as the Covid risk was not high, A venue that offered space for social distancing would be preferred. Astley Bank who have a separate dining room was suggested, week Comm 5 <sup>th</sup> Dec, except Tuesday 6 <sup>th</sup> a preference for the 8 <sup>th</sup> was agreed for 7pm	<b>AN to book Astley Bank</b>	
6.	<b>Update on TV Screen</b>	AP advised that he had requested a copy of the recordings on the screen from Lewis Hartley, but still not received. Ann to chase Lewis and Alan to circulate to members for viewing	<b>AN to chase Lewis</b>	
7	<b>Spoken Version of Practice Handbook</b>	<p>AN advised that both Dr Davies and Dr Slack are prepared to record this, question about format and whether a video would be better. Also issues for those with other accessibility issues need to be addressed. AP advised that there was a video recording about the practice done previously which may be good to use. BA asked about the use of Q Codes to enable people to go to the recordings. Discussions about read out aloud PDFs may be useful also. Videos on individual topics e.g. making appointments, ordering medicines etc would be useful. Technology is proving difficult for some of those with accessibility problems, which may be age related also.</p> <p>It was also suggested that help on various matters like the cost of living, seasonal disorders etc would also be good</p>	<b>AN to liaise with AP</b>	
8	<b>Practice Newsletter</b>	It was noted that we had still not compiled a practice newsletter. AP advised he would compile it but needed help with subject matter. A task & finish group was suggested. BA, AC, CS, BT & AN said they would be part of the group. AP said he would circulate some page ideas for people to compile info based on previous newsletters. AP is currently away from Home and will circulate on return.		
9	<b>Health Darwen Day</b>	AP advised that planning a day had not materialised. There had been disruption of meetings of the Darwen PCN due to changes in Health Service Structure moving to the new Integrated Car Board. It was felt that next year would be better to allow time to plan. AP suggested that the 3 practice PPGs	<b>AP to send BA details of the Healthlink PPG Chair</b>	

		<p>liaise to help facilitate this. He would send details to BA of the chair of Healthlink PPG to arrange a meeting discuss closer working at PCN level.</p> <p>Brian Taylor will liaise with the Council on use of venues and would be part of the group.</p> <p>It was suggested a Health Promotion week at various venues would have more impact, somewhere around March time.</p> <p>Lots of ideas suggested which have been recorded in a transcript of the meeting to review</p>		
10	<b>Next Meeting and AGM</b>	<p>AP reminded everyone that the next meeting on the 21<sup>st</sup> Nov would also be the AGM. He advised he is willing to stand as Secretary, BA said he would be willing to stand for Chair and AC said she would be willing to be Vice Chair. Anybody wishing to be considered for these positions, other than the above, should send details to AP who will send a nomination form.</p>		
11				
12				
13				
14				
	<b>Date of Next Meeting</b>	21 <sup>st</sup> November 2022 5:30pm.		

Date	Meeting
19/09/2022	PPG Meeting
21/11/2022	PPG Meeting & AGM

## PRACTICE UPDATE : PPG MEETING 26 SEPTEMBER 22

### PRACTICE TEAM:

The practice is continuing to assess the demand versus capacity.

The list size has grown significantly over the past year and is of today 13,200 an increase of 70 since 01 August 22.

Dr Sheth, Dr Perera (GP Trainees) have settled into practice and Dr Hassinon commenced 16 September 22.

We have recruited 2 new nurses as Zoe decided to leave practice nursing and take up a career in lecturing and Raesa is moving to Dubai. Adeela has a background of District Nursing and Kerry is from Darwin and is a Practice Nurse.

Alex joins the team as a Medical Legal Administrator and Administrator for online consultations.

### PRACTICE TELEPHONY SYSTEM:

Patient feedback has mainly been very positive in terms of lesser waiting times on the phone average waiting time is just over 2 Mins and 35 Secs.

Splitting the lines between GP Appointments and Nurse Appointments is providing the practice with initial data which should help with workforce planning. Having the voicemail option for nurse appointments is also being utilised effectively.

Has been useful for assisting the practice in monitoring any potential zero tolerance and looking after the health and wellbeing of staff.

### PATIENT FRIENDS AND FAMILY TEST

- The practice continues to monitor each month:



2022-04-01 (1).pdf



FFT iPlato Feedback  
May 2022.pdf



FFT iPlato Feedback  
June 2022.pdf



FFT iPlato Feedback  
July 2022.pdf



FFT iPlato Feedback  
August 2022.pdf

### PROMOTIONAL PRACTICE MATERIAL:

- Pop up Banners are being designed but have been delayed due to workload

### SCREENING AND IMMUNISATION:

- Cervical Screening – Maintaining the 80% target
- Bowel Screening – Maintaining above the national average
- Flu Vaccinations – Clinics now in progress for 18-64 and have currently completed 504 vaccines with a further 220 booked in.
- Flu Vaccinations – Over 65 Flu Vaccines due to arrive today.
- Over 50's and not at risk Flu Vaccinations will be available for patients from 15 October 22 onwards.

- Covid Booster – clinics are under way for over 70's and we have currently completed 398 with a further 228 booked and we commence the Housebound and Care Home patients from this week.

**STEROID INJECTIONS CLINIC:**

Dr Ninan has been completing injections where needed due to some of the lengthy waits for MSK and is completing around 8-10 each week.

**SUPPORTIVE AND PALLIATIVE CLINICS:**

Dr Slack is continuing with the development of the clinics and feedback is really going quite well with one session per week dedicated to this.

**CLINICAL ACTIVITY APPOINTMENTS DATA JULY 22:**

229 VIDEO CALLS  
775 TELEPHONE CALLS  
2130 FACE TO FACE  
**TOTAL 3134**  
**67.98% FACE TO FACE V 32.02 % VIRTUAL**

**NURSING ACTIVITY APPOINTMENTS DATA JULY 22:**

21 VIDEO CALLS  
395 TELEPHONE CALLS  
1077 FACE TO FACE  
**TOTAL 1493**  
**72.14% FACE TO FACE V 27.86% VIRTUAL**

**CLINICAL ACTIVITY APPOINTMENTS DATA SEPTEMBER 22:**

134 VIDEO CALLS  
762 TELEPHONE CALLS  
2109 FACE TO FACE  
**TOTAL 3005**  
**70.19% FACE TO FACE V 29.81% VIRTUAL**

**NURSING ACTIVITY APPOINTMENTS DATA AUGUST 22:**

14 VIDEO CALLS  
391 TELEPHONE CALLS  
1081 FACE TO FACE  
**TOTAL 1486**  
**72.75% FACE TO FACE V 27.25% VIRTUAL**

**FRONT DOOR TRIAGE/DIGITAL SYSTEM:**

From Mid October 22 the practice will be adopting the MY Buddy Triage Model offered by MY GP. Training due to take place 26 September 22  
Will update at the PPG Meeting

Kind Regards

*Ann Neville*

