



Darwen Healthcare Patient Participation Group AGM & Meeting Minutes

Monday 21st November 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	y

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.	Welcome - Chair	BA Welcomed everyone to the meeting, Anne Watson attending for the first time.		
2.	Apologies - Sec	As noted above		
3.	AGM	No nominations had been received for Officers, current Officers willing to stand again for the next 12 months and elected unanimously. The AGM was closed with thanks to all for their work over the last 12 months.		
4.	Minutes of the last meeting - Chair	Agreed as a true record and all actions covered in the current agenda		
5.	Practice Update – Ann Neville	AN presented the Practice Report (Copy attached) Highlights = List size now 13,314 increase of 114 since 1 st Sept 2022. Team update= The practice is continuing to assess the demand versus capacity.	AN to update PPG at next meeting	January 23

		<p>All 4 GPST3's and 1 GPST2 have really settled into the team and cover 22 clinics per week.</p> <p>Both new nurses Adeela and Kerry have settled in well.</p> <p>Spirometry Clinics recommenced some months ago and continue to be completed as a catch up campaign.</p> <p>Alex joined the team as a Medical Legal Administrator and Administrator for online consultations and has already settled in and started the work on e-consultations.</p>		
6.	Christmas Get Together	AN has emailed Astley Bank for confirmation will circulate when received	AN to book Astley Bank	30 Nov 22
7.	Update on TV Screen	AP advised that he had met with Lewis Hartley, Reception Coordinator but was unable to gain a copy of the current presentation, He advised he had contacted the provider to add him as a user to the account which is now cloud based and would circulate when updated presentation is ready. Mentioned that the TV is not being switch on regularly, AN to add to Reception opening pocedure	AN to chase check with Reception. AP to Contact Bright Sign to gain access to system	27 Nov 22
7	Spoken Version of Practice Handbook	AN advised that that this had not progressed any further as yet. AP advised that they were reviewing the layout of the website in line with current accessibility guidance and text to speech through the web may be an option	AN to liaise with AP	03 Dec 22
8	Practice Newsletter	AN advised that they wished to publish a newsletter prior to Christmas and welcomed any additions. AP has already started the composing of the Newsletter, he will circulate last years for review by the group for any additions, Cost of living support was mentioned as an item, AP felt there were too many schemes and they are changing all the time, he felt that it may be best highlighting Care Network who administer many of the schemes for the Council. Deadline for articles 30 th November. Cervical Screening week to be promoted 23 rd -29 th January 2022, also Alcohol awareness month BA to draft articles.	AP to send out previous winter newsletter. Group to send suggestions to AP asap. BA to draft Alcohol awareness	
9	Health Darwen Day	It was advised that the event was being planned for March next year, this will be taken to the Darwen PCN meeting and a task group formed. Barry has emailed Chris McIlveen Chair of Darwen Healthlink PPG to look at closer ways	BA to meet with Chris McIlveen	

		of working, Springfenisco Surgery do not have a formal PPG, but patients who act as a reference group, Contact to be made through their practice manager. Liaise with local charity providers to make people aware, also information to be added to website	AC to review local charity and third sector groups for inclusion	
10	AOB	Meetings to continue on the 3 rd Monday of the month bi-monthly from January 16 th 2023 There being no further business the meeting was closed with thanks to all for attending		
11	Date of Next Meeting	16 th January 2023 5:30 – 7:00pm (on MS teams with option for groups to meet at the surgery)		

Date	Meeting
16 th January 2023	PPG Meeting
20 th March 2023	PPG Meeting
15 th May 2023	PPG Meeting
17 th July 2023	PPG Meeting
18 th September 2023	PPG Meeting
20 th November 2023	PPG Meeting & AGM

PRACTICE UPDATE : PPG MEETING 20 November 2022

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 13,314 a further increase of 114 since 01 September 22.

All 4 GPST3's and 1 GPST2 have really settled into the team and cover 22 clinics per week.

Both new nurses Adeela and Kerry have settled in well.

Spirometry Clinics recommenced some months ago and continue to be completed as a catch up campaign.

Alex joined the team as a Medical Legal Administrator and Administrator for online consultations and has already settled in and started the work on e-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 25 Secs. There are periods each day when the phones are quiet and this is allowing workstreams to be delegated in contacting patients who have failed to attend booked appointments.

Failed to attend data for the past 3 Months is as follows:

August 22= 125 Missed Appointments = 3.7% (equivalent to 10 Clinics)

September 22 = 193 Missed Appointments = 4.3% (equivalent to 16 Clinics)

October 22 = 121 Missed Appointments =3.2% (equivalent to 10 Clinics)

November 22 (up to 20 November 22 106 Missed Appointments =3.6% (equivalent to 9 Clinics)

PATIENT FRIENDS AND FAMILY TEST

- The practice continues to monitor each month:

September and October Data attached to the email.

PROMOTIONAL PRACTICE MATERIAL:

- Pop up Banners have been designed but have now been ordered

SCREENING AND IMMUNISATION:

- Cervical Screening – Maintaining the 80% target
- Bowel Screening – Maintaining above the national average
- Flu Vaccinations – Over 65 Flu Vaccines currently completed 1695
- Flu Vaccinations – 18-64 Flu Vaccines currently completed 1480
- Flu Vaccinations – 2-3 Years Vaccines currently completed 151

Children 2-3 Flu bubble clinics

- Ongoing next ones planned for week commencing 28 November and 5 December will be a Christmas Theme

Autumn Covid Booster Clinics:

Currently completed 2380

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. A second GP is awaiting training to complete.

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 OCTOBER

No Of Appointments = 3738

FRONT DOOR TRIAGE/DIGITAL SYSTEM:

From Mid October 22 the practice will be adopting the MY Buddy Triage Model offered by MY GP. Not launched officially but some patients have seen it and used in the first week we have had just over 40 E-Consultations with 7 resulting in an appointment and the rest managed without an appointment.

Kind Regards

Ann Neville