



Darwen Healthcare Patient Participation Group Meeting Minutes

Monday March 20th 2023 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	y
Christine Sharples	Member	CS	y
Carol Guy	Member	CG	y
Brian Taylor	Member	BT	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.	Welcome - Chair	BA - opened the meeting and spoke about the passing of Ian Townsend who had been a vital part of the group for a number of years, our thoughts went out to his family		
2.	Apologies - Sec	As noted above		
3.	Minutes of the last meeting - Chair	Agreed as a true record		
4.	Practice Update – Ann Neville	AN - presented the practice update (copy attached). The group accepted the good performance and agreed to work with the practice to review the Patient Survey. AN advised that the practice had audited their system to focus on those 75+ and found that out of 1100 patients only 50 had not been seen F2F at practice recently. They		

		<p>will be contacted and invited to a health review. A copy of the practice Patient Booklet is being printed for those who are not computer literate.</p> <p>AN has completed the rota for Dr Hussain or another GP will attend future meetings</p>		
5.	Spring Newsletter	<p>AN The practice would like to publish a Spring Newsletter, Focus on Covid Vacs, PPG Recruitment, Screening, especially Bowel and Shingles. BA asked at what age Screening stops for Bowel Cancer, AN advised age limit up to 74.</p> <p>AN & AP to work on the newsletter. Members of the PPG were asked for any contributions</p>	Draft info for newsletter and format into publication	AN & AP
6.	Annual Patient Survey	<p>The National survey was now being sent out by NHS England and we usually follow with our own survey to get a wider understanding of the patient's opinion. AP advised NW usually composes it on Survey Monkey and he then formats into a report</p>	NW Survey to be put on Survey Monkey AP Format report with results AN to co-ordinate	NW, AP, AN
7.	Health Darwen Week	<p>AP advised that the main Saturday had gone well and shared some images of the event. He felt that a week was too much and would be better with just a 2 day. He will be reporting to the Primary Care Neighbourhood Group and hoped that we could have a follow up event in Sept. A proposal to start a community group is going forward so we can ask for donations to have monies to plan events, he hopes that a meeting can be called in April for interested parties.</p> <p>AN advised that the Immunisation & Vac Session at the Health Centre had gone well, 70 people had booked BP sessions at the Pharmacy 62 attended</p>	AP to report to the PCN	AN
8	AOB	<p>There being no further business the meeting closed</p>		

	Date of Next Meeting	15 th May 2023 (apologies from Karen noted)		

Date	Meeting
15/05/23	PPG Meeting
17/07/23	PPG Meeting
18/09/23	PPG Meeting
20/11/23	PPG Meeting & AGM
15/01/24	PPG Meeting
18/03/24	PPG Meeting

PRACTICE UPDATE : PPG MEETING 13 March 23

PRACTICE TEAM:

The practice is continuing to assess the demand versus capacity.

The list size has grown significantly over the past month and is of today 13,475

Our new GPST2 has commenced in Post – Dr Gusbi

Our PCN Nurse Katie Smith is working within the 3 practices in Darwen and assisting in catch up priorities such as Smears, Immunisations and Hypertension Reviews.

Spirometry Clinics recommenced some months ago and continue to be completed with a final catch up clinic on Saturday 18 March 23

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 45 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:

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

January 23 = 193 Missed Appointments = 4.3% (equivalent to 16 Clinics)

February 23 = 121 Missed Appointments =3.2% (equivalent to 10 Clinics)

PATIENT FRIENDS AND FAMILY TEST

- The practice continues to monitor each month:

January and February attached to the email

PROMOTIONAL PRACTICE MATERIAL:

- Printed Practice Leaflets have now been ordered for use over the next 12 months

SCREENING AND IMMUNISATION:

- Cervical Screening – Maintaining above 80% target
- Bowel Screening – Maintaining above the national average
- Flu Vaccinations – Over 65 Flu Vaccines currently completed 1754
- Flu Vaccinations – 18-64 Flu Vaccines currently completed 1699
- Flu Vaccinations – 2-3 Years Vaccines currently completed 127

Spring Covid Booster Clinics:

Notification received to advise that practices will be completing Care Home Covid Spring Boosters from week commencing 10 April 23 and Covid Spring Boosters for the Immunosuppressed and Over 75 Years from week commencing 17 April 23.

STEROID INJECTIONS CLINIC:

Dr Ninan, Dr Ige, Simon and Julia will all be completing Steroid Injections once fully trained.

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 JANUARY & FEBRUARY 23

No of Appointments Dec 22=4168 - DNA Appts = 142 (Equivalent to 12 Clinics)

No Of Appointments Jan 23= 4561 – DNA Appts = 167 (Equivalent to 14 clinics)

No of Appointments Feb 23= 3979 – DNA Appts = 135 (Equivalent to 12.5 Clinics) Shorter Month

FRONT DOOR TRIAGE/DIGITAL SYSTEM:

Online Clinical and Non- Clinical Requests via MyGPApp has been in operations since November 22.

Data collated:

November 22	= 62 Medical and 13 Non-Medical	Total = 75
December 22	= 90 Medical and 18 Non- Medical	Total=108
January 23	=105 Medical and 51 Non-Medical	Total =156
February 23	=126 Medical and 32 Non-Medical	Total= 158

PPG PATIENT SATISFACTION SURVEY 23:

The national anonymous GP Survey is currently in progress and to support those results would like us to complete the PPG Patient Survey 22/23 tom complement the national one – attachments sent

HEALTHY DARWEN WEEK: 13-18 MARCH 23

Activities and Information available from multiple providers

Screening and Immunisation Catch Up clinics in the Health Centre
Pharmacy BP Clinics Cohens 70 appointments allocated.

Kind Regards

Ann Neville

