



Darwen Healthcare Patient Participation Group Meeting Minutes

Monday 20th May 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	y
Roger Marsden	Member	RM	
Janet Bowker-Bull	Member	JB	
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		
3.	Minutes of the last meeting - Chair	The minute of the Meeting o the 25 th March 2024, previously circulated, where agreed as a true record. Carol Guy sked if she could have a copy of the minutes, AP Advised they are on the practice website at https://www.darwenhealthcare.co.uk/ppg-minutes		
4.	Practice Update - Ann Neville	Practice List now at 14,070 GP Recruitment complete with Dr Libby Merdith joining the team. 5 Male GPs and 7 Female GPs with three GP Trainees Failed to attend Rate is currently just under 3% Practice is scheduled to commence its pilot of Menopause Sessions on a monthly basis for 6 months.		

5.	Bereavement Support	<p>Ann Neville advised that with the help of Alan she is compiling a booklet to provide information to those recently bereaved. A copy would be sent to members for their comments.</p> <p>Currently AN advised that there was a lengthy wait often for bereavement support but advised a funeral service in Clayton Le Moors had developed some monthly grief sessions at the local community centre and was open to GP practices to refer patients to.</p>	AN to send details to the practices in Darwen	May 24
3.	Healthy Darwen Day	<p>Alan & Anne Crook reported what a fantastic day it had been thanks to the help from the re:refresh team Alan shared photos that he had taken on the day. Everyone who attend said that it was a tremendous success</p>	AP/BT to take to PCN meeting	April 24
4.	Phone System	<p>Carol Guy mentioned the problems for those not digitally aware trying to contact the practice. This follows on from the previous minutes regarding the prescription line. It was mentioned that on a Monday Morning as many as 30+ could be in the queue early morning although additional staff were logged on when over 20 in the queue. It was mentioned by CG that the menu system and messages seemed too long and AN advised she would consider if any amendments could be made although the reports do allow the practice to utilise its resource effectively.</p> <p>Ann Neville advised that the new cloud based telephony system was part of the GP Contract in terms of patients having better access to practices. Over the past 12 months we had provided meaningful reports that detailed calls taken, waiting times to e answered, missed calls etc. The ring back service was mentioned whereby if there was more than 8 in the queue you could request a call back when it was your turn. It was agreed that there are problems for older patients and Ann would take this back to the practice. Information about the system will be included in the next newsletter, which is due.</p>	AN to look at reports and update at next meeting	May 24
5.	Any Other Business	<p>There being no further business the meeting closed. The proposed dates for next year are listed below</p>		

6.	Date and Time of Next Meeting	15 July 24		
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Date	Meeting
15/07/2024	PPG Meeting
23/09/2024	PPG Meeting
25/11/2024	PPG Meeting & AGM