



Darwen Healthcare Patient Participation Group Meeting Minutes

Tuesday 12th May 2026 5:30 – 7:00 pm

Name	Position	Int	Attended
	Chair		
Anne Crook	Acting Chair	AC	Y
Alan Pickup	Secretary	AP	Y
Karen Narramore	Member	KN	A
Christine Sharples	Member	CS	Y
Carol Guy	Member	CG	Y
Brian Taylor	Member	BT	Y
Anne Watson	Member	AW	A

Name	Position	Int	Attended
Aleshea McIntosh	Practice Manager	AM	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	AC opened the meeting and welcome our new member Amy Grimes		
2.	Apologies	As noted above with "A"		
3.	Minutes of the last meeting - Chair	No formal minutes of previous meeting kept		
4.	Practice Update – Aleshea McIntosh	Failed to Attend on 2 occasions 72 in last 3 months – 72. Failed to attend 3 or more 20 in last 3 months. There have been 6 in the last 6 days. The Covid immunisation program now started for vulnerable age group and is going well, with a good uptake. The current list size is 14783 patients. Dr Killalea has returned following her injury, New ?? in post. Calls are being triaged to improve access appropriate to the symptoms. Dr Bilal trainee GP now left and Dr Chartis in post. The practice has become the student nurse placement hub for the Pennine Lancas area, Julia is overseeing this. The practice has recruited a new		

		GPEF part time. Libby has been recruited as a receptionist for the Spoke (federation of local GPs covering extended hours). The practice is building a case to recruit an apprentice. Virtual Receptionist EMMA using AI to record and transcribe multiple simultaneous calls being reviewed. A discussion was held regarding the underuse of the digital check in system as many still reported to reception. Discussion regarding this highlighted that it is not in clear sight when entering the practice and also needs clear instructions in the use of the system		
5.	Newsletter	It is hoped to have a copy ready for early June. Suggested items are, Introduction from Aleshea, Day in the life of the new GPEF. More info on the online booking system to avoid long queues on the phone, allowing those not digitally aware a better chance of getting through. Digital check in. AP to get any info from Charity sector to be included. AP advised that the use of Accurix to make patients aware of the flipbook greatly increases the number accessing the site. The December newsletter had 1859 views. Update to the treatment room service now that practices are doing their own bloods. Explanation of what safeguarding is as many said they did not understand it in the previous patient survey		
6.	Website	Aleshea is looking at managed website providers that use the NHS style design. AP advised there are many pages that have not been reviewed. A contact form had recently been removed as staff were unaware of how the messages were received. The contact system on the main page should be used.		
7.	PPG Recruitment	It was discussed how we could recruit more members, especially younger parents and ethnic minorities. Suggested that the practice may not have a high proportion of ethnic minorities as other practices are mainly ethnic patients. Discussed about having a younger forum from the academies may get some interest. AC to look at this, being a Governor.		
8.		There being no further discussion the meeting ended at 6:45pm with thanks to the chair		
9.				
	Date of Next Meeting			

Date	Meeting
	PPG Meeting
	PPG Meeting & AGM