

Darwen Healthcare Patient Participation Group Monday 15 July 2019 5:30 – 7:00 pm

Name			Attended		Name			Attended	
Ann Neville, Practice Manager	AN	Y			Susan Hill, Administrative Co-ordinator	SH		A	
Tracy Jones Chair	TJ	Y			Tania Lagano	TL		A	
Barry Ashbolt Vice Chair	BA	Y			Jessica Mottershaw & Baby Arthur	J		A	
Caitlin Jones	CJ	Y			Laura Geary	LG		A	
Alan Pickup	AP	Y			Pauline Marshall (Online Member)	PM		A	
Sheila Sadler (Online Member)	SS		A		Ian Townsend	IT	Y		
Karen Narramore	KN		A		Jackie Budge	JB	Y		
Ann Crook	AC	Y			Carol Guys	CG	Y		
Christine Sharples	CS		A						
Peter Labett	PL	Y							
Y = Attended A= Apologies received									

No	Item	Content	Action	Deadline
1.	Welcome and Introduction	Ann Neville welcomed everyone to the meeting.		
2.	Apologies	Apologies received as above.		
3.	Minutes of the last meeting	Agreed as an accurate record.		
4.	Practice Update New Staff	AN provided a practice update New staff: Dr Alzamani from August 19, Claire Brosnan, ANP, 3 New Reception/Admin Staff Monique, Diane and Carole.		
	Appointments	Pre-bookable appointments now on line for GPs, Trainee GPs, ANPs, Physician Associate and Pharmacist.	Add details to next Newsletter	31 July 19
	TV Screens	TV Screens working well and patients have provided feedback that it is nice to see the face of clinicians and staff where you may be having a conversation with them.		

	Hospital Discharges	Discussed processes within practice relating to hospital discharges for non-routine procedures and how we were developing a team process which involved a team approach from Clinical Coding/Admin to include Pharmacist, Paramedic, nurse or GP. Discussed the role of SH in relation to patient pathway and engagement.	Develop an information leaflet SH	August 19
	Flu Clinics	Flu Clinic Dates set for September 19- to be advertised (Sat and Weekday Clinics including AM, PM and early evenings.	Add to Newsletter	Sep 19
	Child Flu Clinics	Last year the practice held Halloween Flu Party Clinics for children – discussed with PPG and they felt the same clinic should be held as it was successful and we have the posters already designed.	Dates of Halloween Party Clinics to be confirmed	Oct 19
5.	Second Healthy Darwen Day	Date confirmed as Saturday 14 September 2019 10:00-4:00pm First project meeting took place Multiple services to be involved Dance Syndrome to attend along with Yoga Sessions Punch and Judy Show	On-going Discuss at next PPG TBC Confirmed AP to obtain prices	31 Aug 19 N/A July 19
6.	Annual PPG Survey & Annual National GP Survey New Clinical Roles	Discussed analysis and draft action plan which was agreed as sensible and realistic Information leaflets to be developed for the roles of Advanced Clinical Nurse Practitioners, Physician Associate, Paramedic and Clinical Pharmacist, Assistant Practitioner detailing what the roles can do and their qualifications.	PL agreed to assist	31 Aug 19

	<p>Clinics</p> <p>Waiting Times on arrival</p> <p>Preferred GP</p>	<p>New appointments on screen from 12 August 19 – 13- 15 minutes in length.</p> <p>Both surveys confirmed that some patients had waited in excess of 15 minutes when arriving at the practice. AN advised that this was often as our GPs do try to complete all of the consultation and often medical issues have more than one element, we also do have emergencies such as exacerbations which can cause waits.</p> <p>The national survey indicated that of those who completed the survey 39% got to see the GP of their choice however when the PPG completed our practice survey and our online survey of which 379 completed the outcome was different and 60% saw their preferred GP. AN explained that not all our GPs work full time some doing between 3- 5 sessions per week and this is part of the reason for the lower %. We also have developed a middle tier of clinicians to assist our GPs and therefore not everyone would need to be seen by a GP and where possible we would encourage this however if a patient does want to see their preferred GP that is their choice albeit there may be a longer wait.</p>	<p>Senior Receptionists to ensure that patients waiting are informed</p> <p>Embedded results</p>	<p>On-going</p> <p>20 Jul 19</p>
7.	<p>Mental Health Support Group</p>	<p>Discussed the outcomes – 3 individuals significantly helped</p> <p>Promote within all Darwen Practices</p> <p>AN to ask other practices if they have in rotation a staff member to attend</p>	<p>TJ to send promotional material and dates</p> <p>SH to see if any of practice staff can attend next session</p>	<p>21 Jul 19</p> <p>22 Jul 19</p>
8.	<p>Newsletter</p>	<p>The first draft of the Newsletter due to be published at mid- July has been delayed to 31 July 2019 to allow time for publication of flu clinics and articles.</p>		
9	<p>Any other Business Christmas Meal</p>	<p>Date: Tuesday 3 December 2019 Venue To be confirmed Time: 7:15pm</p>	<p>PPG Members to send their preferred option to SH (Chinese/Italian or Indian)</p>	<p>31 Jul 19</p>

	Alzheimer's for ELF Day	Date not yet confirmed possibly Friday 6 or 13 December 2019 – Health Education Suite Booked- Maybe a joint Darwen Event to discuss with other Practice Managers	AN to discuss with FP/VP	31 Jul 19
10	Date and Time of Next Meeting.	Monday 16 September 2019 5:30-7:00		