

## Darwen Healthcare Patient Participation Group Monday 10th June 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 <b>Chair</b>	TJ	Y		Tania Lagano	TL		A
Barry Ashbolt <b>Vice Chair</b>	BA	Y		Wilf Halliwell	WH	Y	
Caitlin Jones	CJ	Y		Laura Geary	LG		A
Alan Pickup	AP	Y		Ian Grimshaw	IG		A
Sheila Sadler	SS		A	Ian Townsend	IT		A
Karen Narramore	KN		A	Jackie Budge	JB	Y	
Ann Crook	AC	Y		Carol Guys	CG	Y	
Christine Sharples	CS	Y		Pauline Marshall	PM		A
Peter Labett	PL	Y		Jessica Mottershaw & Baby Arthur	J	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 and Ann welcomed Jessica and baby Arthur to the group and expressed our delight to have a young mother & child on board		
3.	Minutes of the last meeting	Previously sent by email and agreed with one amendment as AN had omitted the details about the Mental Health Event.		
4.	Practice Update	AN provided a practice update Staff update –Dr Hafez now in post and good feedback received. New ANP now in place Clare Brosnan, also two new nurses have been appointed and have settled in Susan and Jenny. A new GP has started a trial period to see if she and the practice could be suitable for each other. Ann advised that the practice is bucking the trend of not being able to recruit and may be asked to look at the success. The extra clinician time should allow succession planning, free up more GP time and allow for a GP to be available to support the clinicians during an appointment if needed, thus alleviating the need for the patient to make a follow up appointment. There are also two new admin staff joining, one receptionist and another for the prescription team.	<b>Add details to next Newsletter</b>	<b>July 19</b>

		<p>Some nurse appointments are going to be bookable online including clinics COPD, Asthma and some NHS Health Checks. Smear appointments are already bookable online.</p> <p>Ann advised that Debbie &amp; Julia had been awarded RCN Accreditation and their titles will now be Advanced Clinical Practitioners. It was noted that All GP and Clinical Staff photos and names are shown on the TV display to familiarise patients with the team.</p> <p>The team are pushing the Cervical Screening service and have consistently improved year on year. Christine advised she would Check Jo’s Trust for up to date literature and guides.</p> <p>Bowel Screening – Ann advised that the new FIT Kit was starting to be used. This is a single sample procedure as opposed to the previous 3. Ann advised that the Practice sat at 58% uptake in 2018 against the national average of 60%. Following up with patients who had not taken up the test by phone showed an uptake of 49% for those contacted. Those that did not respond following the phone call were sent a personalised leaflet by post which resulted in a 9% uptake. This brought the practice average to 62% overall now above the national average.</p>		
5.	Second Healthy Darwen Day	<p>Ann said following on from the success of our first event the Council had been encouraged to support our next venture and offered the use of Darwen Leisure on the 14<sup>th</sup> September with the “street” being available all day and the large hall from 11:30. They had also featured the review of the event in the Shuttle Extra Magazine, Ann said she would attach a copy with the minutes for those who had not seen it. There are also 2 rooms available upstairs also. David Rogers has potentially agreed to do the Yoga demo classes which were well received at the last event.</p> <p>Ann advised that she would like to invite Dance Syndrome, learning and other disability dance group to put on a demonstration. AC advised she is friends with the organiser and would contact them. It was noted that it would be difficult to do the cookery demonstration because of no facilities, however the group thought that a demonstration of good for wellbeing and improving mental health would be a good idea. Barry advised the BwD Public Health had now joined with Wellbeing Services and there was support for improving mental health through looking after your own general health and diet.</p> <p>Ann said she would pass the information on to the project group when it is formed</p>	<p><b>Date confirmed</b></p> <p><b>ANN to circulate copy of Shuttle Article and check on Dance Syndrome with ?????and feedback project group</b></p>	<p><b>14 Sep 19</b></p>

6.	Annual Patient Survey	<p>Ann advised that the waiting room survey had taken place and the online version would be emailed to patients shortly, it was agreed that putting the link on the Facebook page and website could increase the response rate. The feedback so far had been good apart from reception were issues around backlog when the receptionist had to deal with a complex enquiry away from reception. This will be reviewed when new staff are in place.</p> <p>Analysis of patient survey to be completed</p> <p>Ann advised the Practice had been put forward for a Peoples Award but was not sure where that had originated. The Darwen Primary Care Network had submitted proposed for a New Network Award for their work with the DWP Advisory Service for people with mental health problems affecting their employment. This had been very successful with over 800 patients seen and 72% going back in to work or volunteering and 5% retention</p>	<p><b>Email to PPG once completed</b></p>	<p><b>August 19</b></p>
7.	Mental Health Support Group	<p>Tracy and Caitlin advised that their initial meeting had been an outstanding success with good attendance and many feeling well supported and able to socialise without prejudice to their condition. Three people who attended received support that avoided breakdown. Jenny, Terri and Sue and Simon attended from the practice.</p> <p>Simon our paramedic spent time with a lady was very distressed having not ventured out in public for quite a long time, she praised the support she received. Tracy said that further clinical or professional support would be beneficial at future meetings. The meetings will be held at on the third Wednesday of each month at the Vault who provided a free of charge pizza supper. Tracy asked if the PPG supported the venture and having this conformed she would contact the PPG of the other 3 Darwen practices to be involved. A number of services were identified who may be willing to take part or who could take referrals. Tracy agreed to share a copy off their poster for inclusion in the next practice newsletter and displayed on the notice board and TV display. Barry advised that Shirley at Public Health was a good person to contact for this and the Healthy Darwen Day Food event</p>	<p><b>TJ to make contact with the other PPG in Darwen</b></p>	<p><b>June 19</b></p>
8.	Newsletter	<p>The first draft of the Newsletter due to be published at mid- July will be circulated and suggestions for other articles requested.</p>		

		<p>The article on Safety of Young Children in the household was discussed and it was noted that there is a lack of central information for new mothers and any information was welcome. Jessica related her experiences as a new mother and it was suggested a pack could be put together for new mothers and given out at clinics. It was discussed whether parents should take their child to the minor injuries service in the treatment room for bumps and scrapes. It was agreed that contact be made with the service for guidelines around what they could offer.</p> <p>It was suggested that information about taking adequate protection during sunny period with skin and exposure to the sun, this could also go on the notice boards and TV display</p>	<p><b>AN to make contact with the treatment room for minor injuries</b></p> <p><b>Template for TV to be developed for locality</b></p>	<p><b>13 June 19</b></p> <p><b>13 June 19</b></p>
9	Any other Business	Suggested that making feedback on the website would help with gathering survey information	<b>KC to ask my surgery website</b>	<b>13 June 19</b>
10	Date and Time of Next Meeting.	<p>Monday 15 July 2019 5:30-7:00 (May meeting had been delayed to 10 June )</p> <p>Monday 16 September 2019 5:30-7:00</p>		