

Darwen Healthcare Patient Reference Group
Monday 17 September 2018 @ 5:30 -7:00 pm

Present: Ann Neville, Practice Manager (AN)
 Susan Hill, Administrative Coordinator (SH)
 Simon Holden, Paramedic Practitioner (SH)
 Tracy (TJ)
 Ian (IG)
 Alan (AP)
 Ian (IT)
 Jackie (JB)
 Barry (BA)
 Emma (EB) (New Member)
 Carol (CG)
 Pauline (PM)
 Laura (LG) (New Member)
 Christine (CS) (New Member)

Apologies: Caitlin (CJ)
 Karen (K)
 Wilf (WH)
 Jennifer (JP)

No	Item	Content	Action	Deadline
1.	Welcome and Introduction	Ann Neville welcomed everyone to the meeting and the group introduced themselves to the two new members Christine and Laura and Emma.		
2.	Apologies	Apologies received as above		
3.	Minutes of the last meeting	Agreed as an accurate record		
4	Introduction to Simon Holden Paramedic Practitioner	Simon introduced himself to the group and how his background as a Paramedic would be able to provide		

		additional clinical support to GPs and quality of care to patients.		
5	Practice Manager Update	AN discussed current pressures in the practice, growing list size, failed to attend appointments. Explained the role of Simon within the practice not to provide emergency care as within his last role but to add another dimension to the clinical team. Dealing with clinical aspect of hospital discharges, acute home visits (not emergencies) and end of life care assisting with avoiding patients being admitted to hospital.	Welcome to Simon placed on the PPG Newsletter.	19 Sep 18
	PPG Patient Survey 2018	AN advised that the amendments to clinics following the May 2018 PPG Patient Survey would take place week commencing 15 October 18. Extended GP Appointments and some telephone consultations.	Survey results in the PPG Newsletter	19 Sep 18
	Flu Update	AN gave an overview of the issues being faced with deliveries of the flu vaccines in particular the three stage deliveries for the Over 65's. Three delivery dates being September, October and November.	Details of clinics placed on the PPG Newsletter	19 Sep 18
	Digital Signage Solutions	AN provide the group with an overview of the digital solution. TV screens placed in the 4 GP Practices in Darwen and once IT network has been sourced the screens would be used to promote both practice information and locality wide information relating to community services and education events.	Promote once operational	Oct 18
	Primary Care Network – PPG Lay Member	The CCG Comms team had sent out expressions of interest to existing PPG Members in becoming a lay member for the Darwen Primary Care Network. AP has been selected to represent Darwen and will meet monthly and feed back to the PPG Meeting.	On-going	On-going

	Education Event	<p>The group discussed the idea of promoting/holding a Health Promotion Day- promote healthy eating, exercise and to get patients involved. Discussion around asking patients for their favourite easy to prepare recipes.</p> <p>Create a small booklet with a number in to be used in health promotion clinics etc,</p> <p>The Health Promotion Day would include a live presentation of preparing some easy recipes, and a variety of providers who could promote services including Health, Social Care and Voluntary Sectors.</p> <p>It was agreed that January would be a good month and a Saturday would be select 10:00-4:00. Date to be advised as soon as possible.</p>	<p>BA to source venue TJ to look at providers of food CS to speak to Local Dental Surgery AN to speak to community services providers in Health, Social and Voluntary Sectors. AN and AP to discuss at the Darwen Primary Care Network Meeting SH to obtain contacts to promote to veterens</p>	Sep 18
6..	GP Patient Registered Lists	List size grown to 12,510	N/A	
7	September 18 Newsletter	Ready for launch on 20 September 18 – Discussed all entries.	AP to send final version	19 Sep 18
8	Veteren Friendly Practices	The practice would be signing up to the “Veteran Friendly Practice” once launched	AN awaiting further details	Oct 18
9	Date and Time of Next Meeting.	Monday 19 November 18 5:30-7:00		