

Darwen Healthcare Patient Reference Group
Monday 12 March 18 @ 5:30 -7:00 pm

Present: Ann Neville, Practice Manager (AN)
Susan Hill Administrative Co-ordinator (SH)
Dr M Ninan (MN)
Steven Gough (SG) Primary Care Transformation Team
Tracy (TJ)
Alan (AP)
Wilf (WH)
Karen (KN)
Pauline (PM)
Ian (IT)
Carol (CG)

Apologies: Jennifer (JP)
Caitlin (CJ)
Ian (IG)
Jane (JE)
Barry (BA)
Jackie (JB)

No	Item	Content	Action	Deadline
1.	Welcome and Introduction	Ann Neville welcomed everyone to the meeting And introduced Steven Gough from the Primary Care Transformation Team		
2.	Apologies	Apologies received as above		
3.	Minutes of the last meeting	Agreed as an accurate record		

4.	<p>Practice Manager Update</p> <p>Locality Working</p> <p>Patient Advisor Service – Department of Works and Pensions</p>	<p>AN gave a brief update and explained a little about the primary care networks i.e. practices and community teams working together over time.</p> <p>AN explained the weekly service that was taking place in a Tuesday. The aim of the service is to promote the positive benefits between health, wellbeing and work to patients. The service assists GPS with information required for the completion of Fit Notes.</p> <p>42 patients have already been referred by the practice with some good engagement.</p>	<p>Information already sent to PPG Members of Primary Care Networks</p> <p>AN to continue to promote throughout the practice. Posters have already been emailed to the other practices in Darwen.</p>	<p>06 March 18</p> <p>On-going</p>
5.	<p>Primary Care Networks and an overview on the Primary Care Transformation Team work</p>	<p>SG gave an overview about the work being completed by the Primary Care Transformation Team which included a number of initiatives implemented to start to transform Primary Care.</p> <p>Workforce discussed including information relating to shortages of GPs and Nurses and how the implementation of new roles such of Physician Associates and Clinical Pharmacists could assist.</p> <p>Practices and communities working together to bring care for patients closer to home in particular working in networks consisting of a patient population of between 30,000 and 50,000 patients.</p> <p>SG explained how important it was for him to obtain patient feedback on their views and advised that this was the first PPG Meeting visited. PPG Members felt that a questionnaire should be sent out to every practice for an agreed number of patients to complete to obtain a</p>		

		<p>collective view.</p> <p>PPG Members asked a number of questions relating to different aspects of “practices working together” .The group in general understood the reasons for this.</p> <p>SG asked if any of the PPG’s had, had meetings together and how they felt about this. After some discussion the PPG felt that perhaps two or three members from each group could perhaps meet quarterly.</p>	<p>AN to email the Darwen Practice Managers about the idea of setting up a Locality PPG Meeting quarterly.</p>	<p>14 Mar 18</p>
6.	Transport options getting to Darwen Health Centre	<p>WH advised tthe group that there were real issues in patients having a difficulty getting to the practice and had received some information on Travel Assist.</p>	<p>WH to complete a small survey on patient’s accessibility in getting to the practice.</p>	<p>April 18</p>
7.	<p>PPG /Practice Newsletter Community Services</p> <p>Failed to Attend Appointments</p> <p>Invite to Steven Gough</p>	<p>AN advised that the newsletter was currently being designed. Community Services such as Treatment Rooms, District Nurses, Dental and Podiatry in Darwen would be featured which would explain what services they offer.</p> <p>AN explained to the group that a cost analysis of failed to attend appointments from March 17 to Feb 18 had been completed for GPs, Nurses and HCA’s. The cost was a staggering £47,500.</p> <p>The PPG asked SG to attend in 6 months for an update both from the transformation team and the practice PPG.</p>	<p>AN to obtain newsletter articles from community services.</p> <p>The practice now runs a daily search of any failed to attends and makes contact with the patient empathising the importance of cancelling an apt if not needed and explaining the failed to attend policy.</p>	<p>16 Mar 18</p> <p>On-going</p>
8	Date and Time of Next Meeting.	<p>Monday 21 May 2018 at 5:30 -7:00 pm</p>		