

Darwen Healthcare Patient Reference Group
Monday 8 January 2018 @ 5:30 -7:00 pm

Present: Ann Neville, Practice Manager (AN)
 Susan Hill Administrative Co-ordinator (SH)
 Tracey Davey (TD) Receptionist
 Tracy (TJ)
 Caitlin (CJ)
 Ian (IG)
 Alan (AP)
 Wilf (WH)
 Karen (KN)
 Barry (BA)
 Carol (CG)
 Jane (JE)

Apologies: Jennifer (JP)
 Pauline (PM)
 Ian (IT)

No	Item	Content	Action	Deadline
1.	Welcome and Introduction	Ann Neville welcomed everyone to the meeting All gave an introduction to our new members Jane and Carol.		
2.	Apologies	Apologies received as above		
3.	Minutes of the last meeting	Agreed as an accurate record		
4.	Practice Manager Update Staffing Update	The practice has been successful in recruiting to the post of Advanced Nurse Practitioner and was expected to commence in post in March.	Introduce to the PPG at the next meeting	12 March 2018

	<p>Supervising GPs/Trainees</p> <p>Queen's Initiative</p> <p>Cervical Smear Campaign</p> <p>Health Walks</p>	<p>The post of Physician Associate had also been recruited and was also due to commence in post in March.</p> <p>AN explained the trainee posts of Junior Doctors within the practice and that each had a Supervising GP. The plan was that the practice would trial a new way of one GP Supervising all trainees over a session to make the learning experience for the student greater and that patients would not have a delay if the supervising GP was seeing another patient.</p> <p>AN gave an update of the existing AHEAD Project which Was promoting the importance of Men attending Health Checks and Chronic Disease Reviews. The target was to see 400 Men and the practice is on track to complete this.</p> <p>JM (ANP) had been successful in the bid for some funding to complete a homelessness project which would be commencing shortly.</p> <p>AN gave an overview of the campaign where the locality was promoting Cancer Smears. Jo's Trust Awareness Week takes place 22 -28 January 2018. Weekend appointments were also available for practices to book at Barbara Castle way on Saturday and Sundays from 9:00 am to 2:00 pm.</p> <p>AN described the idea of the practice and patients on a gentle walk to both encourage exercise and patients who might be feeling isolated or lonely. TJ discussed the idea of the PPG having a fortnightly Coffee Morning which could follow the walk and asked if anyone was available to help. Discussed the idea of inviting other services i.e. Fire Safety, Police, Age UK.</p>	<p>AN to update at the next PPG Meeting</p> <p>AN to update at the next PPG Meeting.</p> <p>Practice Staff currently booking patients into smear clinics.</p> <p>AN to pull together a list of dates, book a room on the ground floor and advertise widely.</p>	<p>12 March 2018</p> <p>12 March 2018</p> <p>On- going</p> <p>February 18</p>
6..	Coffee Morning Idea	Discussed as above	As Above	February 18

7.	Digital Exemplar Practice	<p>AN gave an overview of the offer. Practices could complete an application form for assistance in receiving help in promoting online services, social media etc. PPG happy to support.</p> <p>AN advised that the practice was still looking into updating the existing website.</p>	AN to complete the application form	January 2018
8.	Appointment Update	<p>Total Appointments missed (includes GP and Nursing Team Appointments) December 2017 GP Apts 88 Nurse/HCA 88</p> <p>Also place on the Jayex Board the number who actually do attend their appointments.</p>	AN advised that the practice was still contacting patients who did not attend appointments.	On-going
9	March Newsletter	<p>Discussed ideas for the next newsletter:</p> <p>Health Walks Coffee Morning Project Updates Online Services</p> <p>BA (PPG Member) Introduces himself</p> <p>A Day in the Life of SH (Administrative Co-Ordinator)</p>	Draft to be completed	28 Feb 18
10	Date and Time of Next Meeting.	Monday 12 March 2018 at 5:30 -7:00 pm		