

Darwen Healthcare Patient Participation Group AGM Monday 25 November 2019 5:30 – 7:00

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

Y = Attended A= Apologies received

No	Item	Content	Action	Deadline
1.	Welcome and Introduction	Ann Neville welcomed everyone to the Annual General Meeting.		
2.	Apologies	Apologies received as above.		
3.	Minutes of the last meeting	Agreed as an accurate record.		
4.	Election of Chair, Vice and Secretary	<p>AN advised that both Chair and Vic Chair had offered to be re-elected to complete the role for another 12 months. No other individuals felt at this time they had the availability to complete the role. The vote of the chair took place and was seconded by CS. The role of vice- chair was seconded by CS.</p> <p>Elected PPG Chair TJ Elected PPG Vice Chair BA</p> <p>TJ asked AP if he would consider the role of Secretary and sadly AP declined to an existing workload. AN/SH agreed to continue to complete the role.</p>		
	Terms of Reference	Terms of Reference had been circulated to the group ahead of the meeting. No amendments	AN to add to TOR	01 Dec 19

		requested other than it was suggested that there needed to be some sort of conversation between members in between meetings to allow the group and the actions to be developed.		
4.	Practice Update	AN provided a practice update		
	TV Screens	TV Screens working well in-particular the slides that have been developed for community services.	On-going	On-going
	New Website	AN showed the members details on the website and all felt was much more patient friendly. Not all liked the background colour and asked the practice to see if the colours etc were suitable for patients with dyslexia. Suggestion that there is a section for younger patient services. Delayed launch until Monday 9 December 2019	AN to ask her daughter to look at the website	30 Nov 19
	Flu Immunisations	Flu Immunisation uptake is good especially on over 65's however need to have another promotion for the 18-64 age group and suggested adding to the practice newsletter.	Add to newsletter	06 Dec 19
	Practice Newsletter	AN explained that the practice newsletter had been really lengthy over the past 12 months and suggested that the practice one concentrated on what the practice was doing and for the locality via the Darwen PCN to develop one that could be used by all Darwen practices. Ideas for the Practice Newsletter were asked for : Flu Immunisations, MMR vaccinations, Mental Health Notice Board, Staff updates and PPG AGM and Christmas Opening times for practice and pharmacies.	AP will work on the locality newsletter via the PCN and when approved by the PCN will be distributed to all.	01 Dec 19

5.	Healthwatch Visit	<p>AN explained to the group about a recent email from Healthwatch where Practices were asked to complete an anonymous survey based on their views on the effectiveness of the PPG.</p> <p>AN had completed the survey and did feel that the practice had a PPG that was engaging, supportive and provided the practice with the voice of the patients and that the practice always tried to consider and action their views. As a result Healthwatch asked if they could visit our next PPG. AN had explained to Healthwatch that our next meeting was our AGM and perhaps not appropriate for them to attend that. PPG were more than happy for them to attend the January Meeting.</p>	AN to formally invite Healthwatch to the Meeting	29 Nov 19
6.	<p>Any Other Business</p> <p>Bi Monthly Meetings</p> <p>Christmas Meal</p> <p>Next PPG Meeting</p>	<p>TK discussed with the group other ways of contact with one another in between meetings to ensure that actions were completed and developed. Email, Whats app and facebook all considered. Planned a catch up meeting first week in January.</p> <p>Booked of Monday 2 December 19 – Ocean Palace, Darwen 7:00 pm</p> <p>Invite Kooth to the meeting for a short presentation along if possible Dr Hussaina and New receptionist LH.</p>	<p>Final Numbers needed for 29 Nov 19</p> <p>AN to check rota</p>	<p>29 Nov 19</p> <p>01 Dec 19</p>
7	Date and Time of the Meetings for the year	<p>Monday 13 January 2020 5:30-7:00pm</p> <p>Monday 16 March 2020</p> <p>Monday 18 May 2020</p> <p>Monday 13 July 2020</p> <p>Monday 14 September 2020</p> <p>Monday 16 November 2020</p> <p>Christmas Meal 07 December 2020 7:00pm</p>	All to add to diaries	01 Dec 19