

Darwen Healthcare Patient Participation Group Monday 13 January 2020 5:30 – 7:00 pm

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

No	Item	Content	Action	Deadline
1.	Welcome and Introduction	Ann Neville welcomed everyone to the meeting including our new member JS. AN also welcomed Sarah Johns from BWD Healthwatch.		
2.	Apologies	Apologies received as above.		
3.	Minutes of the last meeting	Agreed as an accurate record.		
4.	Practice Update	AN provided a practice update		
	Nasal Flu Campaign	74 children left to vaccinate with 10 to meet the national target. Text reminders have been sent out to parents and appointments can be booked online or via reception.	Provide update at next meeting	16 Mar 20
	Telephone calls	AN gave the group an overview of the number of calls received each day which varied from 750 to around 450. A daily report of all calls allows the practice to ascertain correct levels of staff on telephones and always has 3 for the first couple of hours.	N/A	N/A

	TV Screens	Digital signage screens being used for health and lifestyle promotion and community services available	Provide update at the next meeting	16 Mar 20
5	Smear for Smear	CS provided an update relating to screening services as the PPG Champion. The Jo's Trust campaign runs from 20 -26 January 20. AN confirmed that additional appointments had been places on clinical screens.	Campaign placed on website, TV Screens and Facebook page.	14 Jan 20
	Bowel Screening	CS advised the group that fit tests for bowel screening is now a single test.	N/A	N/A
6	Noticeboard for Mental Health for Younger Patients	CJ and LH gave an overview of the noticeboard and how the plan was to change it regularly. Helpline numbers had been utilised by patients – the sheets with tear offs had been placed in the toilets and would need to order more.	Continue to promote	On-going
7	Home Visiting and Failed to Attend Rates Update	AN gave an overview of the visiting that takes place. Our visiting team comprises of all clinical individuals. Calls are triaged and the most appropriate person would attend. The practice has a robust system in place for Failed to Attends – on average there are around 75 each month. Patients are advised that multiple FTA puts them at risk of being removed from the practice list.	Provide update at the next meeting	16 Mar 20
8	Digital – MyGP –Online booking	TJ advised that although not IT minded had managed to register for MyGP and was stunned at how much choice there was for a patient to book an appointments. There were over 375 appointments to select from.	AN to look at a project plan for increasing the number of patients signed up for the app and online booking.	16 Mar 20

9	BWD Healthwatch	SJ from healthwatch had attended the practice PPG Meeting to see how effect a PPG could be. Healthwatch were completing a piece of work to see how practices with a PPG could share their experiences with practices that may not have a PPG. A survey had been completed by Practice Managers about their PPGs.		
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10	Date and Time of Next Meeting.	Monday 16 September 2019 5:30-7:00		