



**Darwen Healthcare**

*"Where your health matters"*

# Darwen Healthcare Patient Participation Group Annual Report



# 2019 - 2020

# Patient Participation Group Members 2019 - 2020



## **Tracy Jones Chair**

As Chair I am very active within the group and ensure that patients of all ages, gender and needs are registered with our practice are represented by the PPG



## **Susan Taylor - Secretary**

I Patient Engagement Lead at the practice and I attend the Bi monthly PPG Meetings to provide administrative support



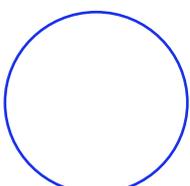
**Christine Sharples** - I have been a patient of the Practice for over 20 years. I am a Registered Nurse with wide experience in Primary Care, Community Nursing Services & Public Health. I have recently worked with Cancer Research and passionately promote screening for early diagnosis



**Anne Crook** - I am a mum of 3 sons, I am joint Manager of West Pennine Slings CIC. I am a Governor at the school my children attend. I have a special interest in I.B.D. having had Crohns Disease for 20 years



**Sheila Sadler** - I am a retired RGN and worked in Elderly Care in the private sector. I have many interests and enjoy working with the PPG



**Carol Guys** - I worked in Social Services for 15 years and have been patient of the practice for over 30 years. I am interested in improving services for patients and welcomed the opportunity to join the PPG



**Julie Slater** - I am a retired lecturer, mother and grandmother, who has been a patient of this practise for over 28 years. I am also a local Councillor. I am Lead for Public Health on the Health and Wellbeing Board. My background is in Public Health. I have an interest in Bowel disorders and Mental Health.



**Lewis Hartley** - I am a care navigator and IT champion at Darwen Healthcare I have been working with Alan Pickup who is a member of our PPG in streamlining the digital signage in the practice and would like to utilise this in my role in the ppg.



## **Barry Ashbolt Vice- Chair**

I work in the Public Health Section of Blackburn with Darwen Council. I am very passionate about the prevention of illnesses, especially mental health and addiction were early intervention can often avoid a crisis



**Caitlin Jones** - I am passionate about representing health issues from the youth perspective and actively arrange/support events encompassing the youth of our practice



**Ian Townsend** - I was formerly a teacher & nurse, I have experience of working with health-related subjects, including 25 years as an independent complementary practitioner. I am interested in supporting positive mental health.



**Alan Pickup** - Before retirement I was Operations Director for the Out of Hours Doctor Service. I am currently Chair of Trustees at BwD Carers Service and the patient Patient representative on the Darwen Primary Care Neighbourhood



**Peter Labett** - My background is in NHS Personnel, I am the newest member of the PPG and look forward to working with the group in representing patients



**Jessica Mottershaw** - As a first time mum and patient of the practice, I joined the PPG to help the practice support parents. Having a child for the first time is an eye-opening and potentially overwhelming experience and I am passionate about helping others through this special time.



**Brian Taylor** - I am a long time patient of the practice, a local Councillor and Assistant Executive Member for Health and Wellbeing I am also the Council member on the Darwen Primary Care Neighbourhood



**Dr Qashuf Hussain** - My name is Dr Qashuf Hussain, 36 year old GP Partner. I am originally from Blackburn and I am honoured to serve the local area. I am passionate about delivering good quality health care to all

**& Jackie Budge, Laura Geary, Karen Narramore, Wilf Halliwell Pauline Marshall**

# Welcome from the Chair

Well, 2019/2020 has certainly had its ups and downs ending the with the challenges that the Coronaviris has brought to all our lives. Ensuring we all stay healthy and safe is our main priority.

Darwen Healthcare PPG has continued to grow in size over the last twelve months adding 3 new members. A lot of work has gone into promoting our PPG within the Practice - through Newsletters, our PPG Specific Notice board in reception and by word of mouth, the rewards for all that hard work is new Members joining us.

During the last twelve Months so much has occurred with the practice sadly saying goodbye to Dr Dalton and Dr Morris who both retired. Dr Hafez and Dr Alzamani joined the practice team and have received great feedback from patients.

Our PPG were involved in helping at the second Healthy Darwen Day, one of the younger members did some fund raising for Mental Health and alongside Lewis, Care Navigator developed a Mental Health Notice Board for 16-24 years and then in December assisted in arranging the annual Christmas Carol Concert held on Christmas Eve in the Health Centre. The Health Centre was full with patients and staff all enjoying singing Christmas Carols led by the Salvation Army and it truly had an inclusive feel to it.

Developing the annual patient survey this year has allowed us to focus on how the practice responded to the Coronaviris and adapted its appointment structure to total digital appointments to ensure that we kept staff and patients safe.

The PPG have also been involved in looking at the way the Seasonal Flu vaccination program could be delivered, whilst maintaining social distancing and the suggestions were included in the survey to gain insight from the patient perspective. I am excited to see the results of the survey and hope that the response helps the practice continue to improve the services available for patients.

*Tracey Jones*

**Chair Darwen Healthcare Patient Participation Group**

## Message from Ann Neville Practice Manager

On behalf of the practice I would like to thank the PPG for their continued support and help in promoting services, both in the practice and the wider community health & social care providers.



Together we have accomplished some fabulous achievements over the past year. Having our PPG on board allows us as a practice to understand the patient perspective on ideas or initiatives we may wish to introduce as a practice and we were extremely proud of the PPG idea to survey patient opinion at our practice response to Coronavirus in particular their views on the "virtual appointments".

The results as seen within the report provide us with the foundations for the practice to continue and improve on the uptake and success of our digital program which will continue to keep staff and our patients safe but also allow us to see patients face to face when more appropriate.

During Coronavirus I cannot thank patients enough for the "praise" emails thanking the practice for the work we have done and the emails that thank individuals within the team. This praise gives us the confidence that we are doing okay and provides a "pick me up" to staff when they start to feel somewhat tired and jaded. SO THANK YOU ALL.

We have spent a great deal of time in updating our website [darwenhealthcare.co.uk](https://www.darwenhealthcare.co.uk) and our PPG have been a good sounding board on what content has been added and they reviewed advice leaflets to see if they are clear to understand, but fully informative. You can download the information leaflets and view our practice policies at <https://www.darwenhealthcare.co.uk/practice-policies--information-leaflets> but would encourage you to visit the website regularly and subscribe to our practice newsletter to keep up to date

I look forward to working with and seeing how the PPG develop its role further in 2020-2021. If any patients are interested in joining a virtual group that throughout the year completes a quarterly survey on new local or national initiatives please contact [darwen.healthcare@nhs.net](mailto:darwen.healthcare@nhs.net)

**finally, please all follow the government guidelines and stay alert to stay safe**

*Ann Neville*  
Practice Manager

# Patient Participation Group Information

The Group consists of 20 members 13 Females and 7 Males. The Practice has 12,661 registered patients. 51% Female and 49% Male

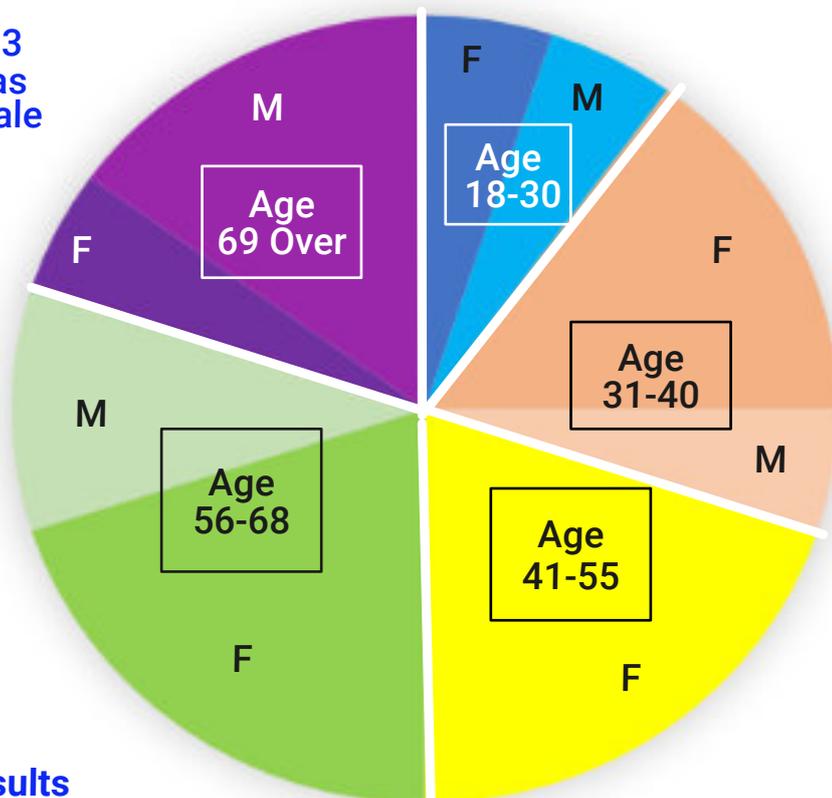
## PPG Demographics

### Females:

18-30 = 1  
30-40 = 3  
41-55 = 4  
56-68 = 4  
69 and over = 1

### Males

18-30 = 1  
30-40 = 1  
41-55 = 0  
56-68 = 2  
69 and over = 3



## Following Last years PPG Survey Results

You Said	We Did	Actions on-going
More information on new clinical roles	Developed patient information leaflets, available on website and advertised the roles on the TV Screen whilst patients were waiting for their appointment	Analyse the impact on the 2020 Main PPG Survey in July this year due to COVID 19
Offer pre-bookable appointments with all clinicians	All clinicians now offer pre-bookable appointments that can be booked via reception or online	At present all appointments are virtual i.e. Video or Telephone Consultation. If the clinician feels a face to face appointment is needed this will be arranged.
Increase non face to face appointments in extended hours sessions	This has commenced at the beginning of the year with telephone consultations	COVID 19 has increased this offer and now all extended hours appointments are initially Video or Telephone Consultation on both Monday and Wednesday evening.
Appointments often run over and therefore patients had longer waits in the waiting area and comments received suggested that the appointment lengths should be longer	The clinical sessions were amended and the length of a GP appointment was extended from 10 Minutes to 15 Minutes.	Continue to assess capacity versus demand following the change.

The practice takes feedback seriously and following a Healthwatch enter and view session a feedback suggested that the practice may improve online uptake if the online booking process was more prominent on the practice website. Having reflected the practice took a decision to work with the PPG and update the website and feedback has been very positive.

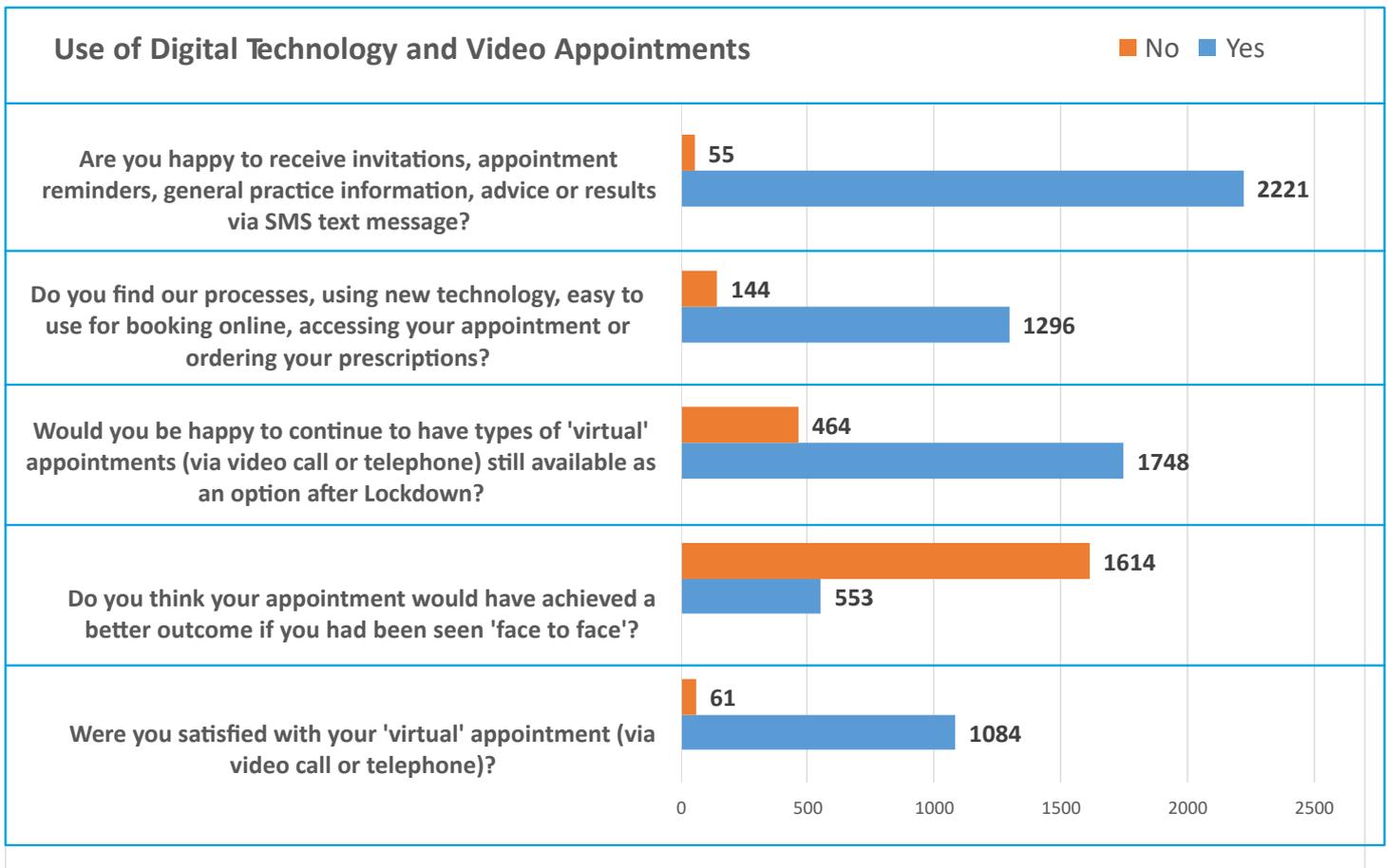
The PPG have always led on the Annual PPG Survey in May of each year due to COVID the group felt that the survey should be split in to two surveys with the first one being around patient feedback in terms of access and information from the practice in relation to COVID 19 and the patient view on virtual appointments. In July to commence the standardised annual survey to benchmark against last years survey results.

# Darwen Healthcare Patient Participation Group Annual Survey 2020

Our Annual Survey has been unusual this year due to the Covid 19 crisis. The practice had already started to utilise digital appointments and have had to increase our utilisation of online resources to cope with the requirement of social distancing and reduce the risk of transmission of the virus.

We are delighted however that 2287 responded to the patient survey. The survey was sent out to all who had a mobile number listed with the practice and therefore not everyone had experienced the use of digital services and therefore those that hadn't were excluded from the results in that section.

Whilst video and telephone consultations have come to the forefront in such a short space of time planning had already been going on for some while to enable the finite resources of clinical staff deal with the increasing demand of a growing patient base. Most of us are now living longer, but with multiple health and care needs and new methods have to be used to ensure a responsive service We decided the main part of the survey this year would be around the use of digital technology to help meet this demand and the figures below indicate that many of our patients are comfortable using digital technology.



## How the Patients rated the service received from Darwen Healthcare

Thinking about our GP practice overall, how would describe your experience of using our service?

Very Good		1,240	54.60%.
Good		801	35.27%
Neither good nor poor		108	4.76%
Poor		12	0.53%
Very poor		9	0.40%
Don't know		95	4.18%
	0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%		

Of the patients who expressed an opinion 89.87% rated their experience as Good or Very Good which taking in to account the unprecedented times we have faced with Covid 19 shows that the vast majority of our patients appreciate the work that goes in to delivering a quality service.

We realise that we are never going to be able to satisfy everyone, especially when the majority of times when they contact the practice they are under stress and anxious about theirs or loved ones health.

We do not dismiss those who were not satisfied, even though they are less than 1% of those who expressed an opinion, we look at what they said in the comments and try to identify and extra training or feedback on a theme to the Darwen Healthcare Team

# Healthy Darwen Day

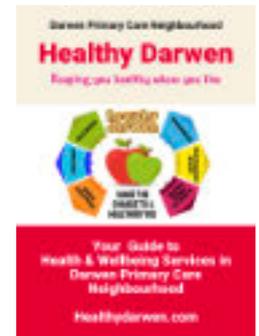
Back at the end of 2018 Tracy Jones, Chair of the Patient Participation Group (PPG) came up with the initial idea of holding a health day.

The idea was developed and we held it in January 2019 at the Whitehall Hotel. We were assisted by our neighbouring practices Darwen Healthlink and Dr Gupta's and other services from community and voluntary sector.



The event was such a success that the Darwen Primary Care Neighbourhood decided to hold a followup to coincide with the Flu Immunisation campaign in September 2019. Two of our PPG members Alan Pickup and Brian Taylor were part of the Steering Group. Brian was able to get local services on board and arranged for Darwen Town Council to offer a grant to help promote the event and arranged for the use of the Leisure Centre and newly refurbished Town Square.

Alan, one of our members had in the past trained in the printing and graphics trade and had taken up graphic design as a hobby in retirement. He was able to use this skill to design all our promotional material including a Healthy Darwen Brochure which was well received as a repository of information on local health and wellbeing services.



The day was a great success and the sun shone on the outdoor events in the Town Square where we had something for all the family and the Mobile Health information Unit, The HARRI Bus. from Lancashire Care.

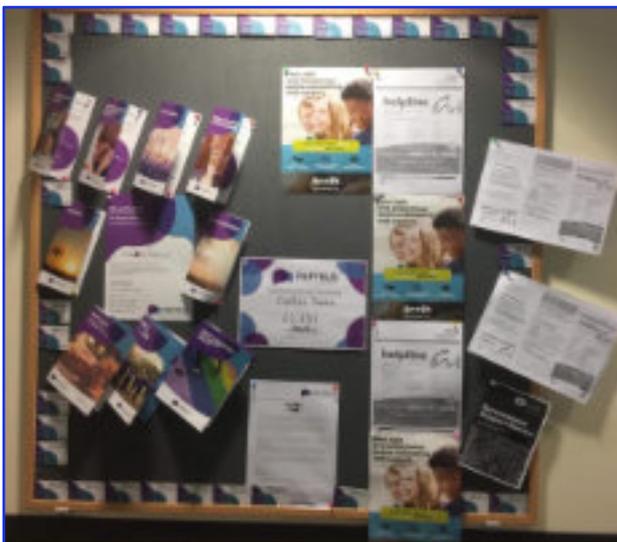
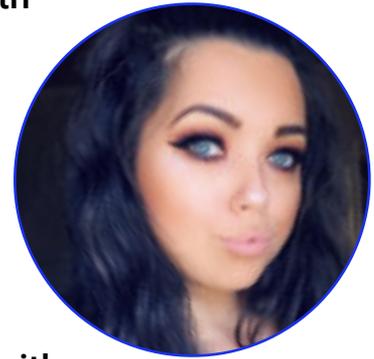
The Health Days have been taken up by another two Primary Care Neighbourhoods in Blackburn with Darwen after seeing our success.

You can find out more on the website at [www.healthydarwen.com](http://www.healthydarwen.com)



# Patient Participation Group Youth Member

Hi everyone, my name is Caitlin Jones and I am the Youth Member of Darwen Healthcare PPG. I have been a Member of the PPG for over 4 years and I have brought several topics to the PPG Meetings that represented the Youth and that my age group needed help with. One of those topics was Mental Health and over the course of nearly a Year - Darwen Healthcare helped with dealing with such a delicate topic and things were set in place within the Practice to help those who needed the help they desperately needed - one of those being a dedicated Noticeboard within the Waiting Area with information that people could take away with them.



## PPG and the Practice working together

We have given a few examples of how our PPG are working with others to promote better health in Darwen, but All or our PPG Members contribute to the success of the group for example Christine Sharples, Screening Services Champion, Two members complete spelling and grammar checks on our newsletters and others use their experiences in their work and home life to provide ideas and promotion of practice initiatives.

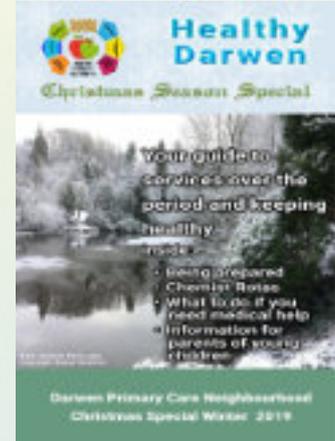
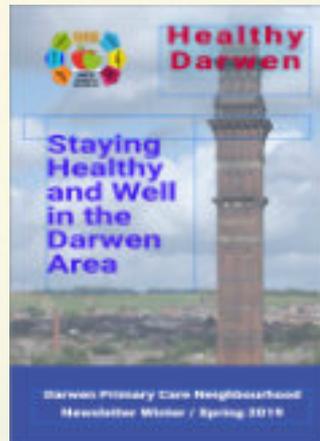
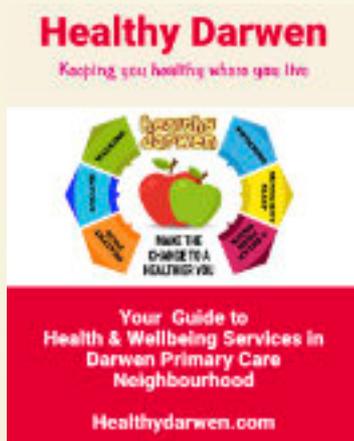
The insight they give, not only to their experience of using our services, but to the wider use of health partner services like the Treatment Room has helped make services as effective as possible working within the constraints of budgets and NHS guidance

# Keeping everyone informed in Darwen

The PPG plays a big part in the Practice Newsletter that is sent out electronically each quarter to patients who have subscribed and a copy is placed on the notice board across from reception. We encourage all patients to subscribe to keep in the know with changes directly affecting the practice and those pertaining to the wider NHS and Social Care. They also raise awareness of screening and immunisation to prevent illness or detect symptoms early to give a better chance of treatment

Alan, our PPG member edits and produces our Darwen Healthcare Newsletter and leaflets for the practice. He also assisted in commissioning the new TV information system in the waiting room and his supporting Lewis Hartley who is a Care Navigator, Practice IT Champion and a PPG member

The group also produced the Darwen Primary Care Neighbourhood guide covering services available in Darwen this can be downloaded at [www.healthydarwen.com](http://www.healthydarwen.com)



# Christmas at the Health Centre



**Members of our PPG joined our Staff, those of our neighbouring practice and the Building Management team to organise the Annual Christmas Carol Concert at the Health Centre. It was a great success enjoyed by both young and old. The event raised over £250 for the Salvation Army**

