

**Darwen Healthcare Patient Participation Group Virtual Meeting
Monday 13 July 2020 5:30 – 6.30 pm MS Teams**

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		Y	Jessica Mottershaw & Baby Arthur	JM		A
Caitlin Jones	CJ		A	Laura Geary	LG		
Alan Pickup	AP		Y	Pauline Marshall (Online Member)	PM		A
Sheila Sadler (Online Member)	SS		A	Ian Townsend	IT		Y
Karen Narramore	KN		A	Jackie Budge	JB		
Ann Crook	AC		Y	Carol Guys	CG		A
Christine Sharples	CS		Y	Brian Taylor	BT		A
Peter Labett	PL		A	Julie Slater	JS		Y
Y = Attended A=Apologies							

No	Item	Content	Action	Deadline
1.	Welcome and Introduction	<ul style="list-style-type: none"> Ann Neville welcomed everyone to the meeting which was held on the MS Teams platform. Dr Hussain is the GP Partner who will attend meetings 		
2.	Apologies	<ul style="list-style-type: none"> Apologies received and noted 		
3.	Minutes of the last meeting	<ul style="list-style-type: none"> Agreed as an accurate record no amendments requested 		
4.	PPG Annual Report PPG Survey and the National GP Survey	<ul style="list-style-type: none"> All felt that the report was professional and a very accurate report acknowledging that all members bring something unique to the group. The group agreed that the response to the PPG Survey relating to the response made by the practice to COVID was excellent and were extremely pleased with the 2300 replies. It was great to see that in general patients are acceptant of Video Consultations. Most patients 	<p>To be added to the practice website.</p> <p>AN to send out PPG Analysis including an action plan</p>	<p>13 Jul 20</p> <p>23 Jul 20</p>

		completed the survey within 2 minutes.		
4.	2020 Flu Campaign	<ul style="list-style-type: none"> Flu Campaign – The group discussed how plans were progressing on the Flu implementation plan. AN advised that venues have been discussed as a locality and that each one would need to be signed off by Infection Control. The practices were hoping to have funding for urgent items such as sanitiser. Gazebo's etc. The patient confirmed that 9% preferred a drive through, 23% preferred the Health Centre with 20% don't mind venue 	AN to confirm Practice to commence sending out invites	23 Jul 20 24 Jul 20
5.	Practice Report	<ul style="list-style-type: none"> AN advised that the practice had complete a case study on “ Darwen Healthcare Digital Journey”. Dr Hussain posed a challenge to the PPG on how could the practice increase the uptake of older generation using the video consultations which would be good ahead of the winter period. The group felt that understanding how many had the right equipment and how many would use and how many may need help. IT suggested a video of someone using may help and IT offered. 	IT to complete a video on a recent video consultations TJ to send questions	31 Jul 20 20 Jul 20
6.	Facebook/IT	<ul style="list-style-type: none"> LH was the practice PPG champion and could forward items for enter on to the Facebook. 	PPG members to send items to the practice via darwen.healthcare@nhs.net	On-going
7.	Christmas Carol Service	<ul style="list-style-type: none"> The group discussed the topic and how this year may need to be virtual And all agreed that may well be the case 	AN to discuss with buildings management	31 Jul 20
8.	Date and Time of next meeting	<ul style="list-style-type: none"> Monday 17 August 2020 at 5:30 MS Teams 		