

**Darwen Healthcare Patient Reference Group
Annual General Meeting
Monday 24 November 2014
5:30 – 7:00 pm**

Present: Ann Neville, Customer Service Manager (AN)
Sue Hill, Medical Secretary
Tracy (TJ)
Kelly (KL)
Pauline (PM)
Barry (BA)
Ian (IG)
Jackie (JB)

Apologies: Caitlan (CJ), Ian (IT)

No	Item	Content	Action	Deadline
1.	Welcome and Introduction	Ann Neville welcomed everyone to the Annual General Meeting and thanked the members for taking time out to attend.	N/A	
2.	Minutes of the last meeting.	Agreed as an accurate record.		
3.	Patient Reference Annual Report	<p>All members had been emailed the Annual Report and TJ gave an introduction of the content. AN advised that the action plan following each Meeting had achieved most of the planned actions.</p> <p>A large PRG notice board had been purchased and was located opposite reception.</p> <p>Waiting times for GP appointments were improving. The PRG mini survey indicated a response that patients needed nurse appointments between 4:00 and 6:00 pm. AN confirmed that a new Practice Nurse had been recruited and would commence in post in January 2015 when later appointments would be offered on Monday, Wednesday and Friday</p>	PRG responsible for updating	On-going

4.	Terms of Reference	Terms of Reference was updated just making a slight change. Practice Staff classed as members of the PRG and meetings to take place bi-monthly on the third Monday 5:30 -7:00 pm.	List of 2015 dates to be forwarded to all members.	November 14
5.	Election of Chair, Vice Chair, Treasurer and Secretary	Group discussed the roles and it was agreed that the existing elected members would carry on their roles for a further year. TJ = Chair BA= Vice Chair KL=Treasurer AN=Secretary		
6.	Three Improvement Plans Appointment Structure Prescription Collection Flu Access/Update	AN updated the group: Structure amended to include later nurse appointments from January – Practice to look at GP Appointments next Prescription collection can still be problematic but slightly improved Flu Access – Improvement against last year. Childhood Flu vaccinations still given.		
7.	Failed to Attend figures for March and April	Failed to Attend GP Appointments October 75 Pre-bookable 15 Priority Appointments	AN to continue placing failed to attend rates on notice-boards, Jayex board and website	On-going
8.	GP Waiting Times	AN advised the PRG of the current waiting times which were much improved and ranging between 1-2 weeks.		
9.	Xmas Meal Out – Café Hub	Members to confirm date as soon as possible		

10.	<p>Any other Business Health Centre Parking</p> <p>Dry January</p> <p>Nominated Charity</p>	<p>IG asked if there was an update on a sign for disabled parking at the front of the building</p> <p>Ba described the campaign of Dry January. Details to be placed on PRG notice board and link to website</p> <p>PRG Members to place suggestions of nominated charity – Staff dressing up in Fancy Dress on Christmas Eve.</p>	<p>AN to send an email to JP Buildings Manager</p> <p>BA to send details to AN to go on PRG Notice Board</p> <p>Suggestions to be forwarded to AN</p>	<p>November 14</p> <p>November 14</p> <p>November 14</p>
11.	Date and Time of Next Meeting	Monday 19 January 2015 at 5:30 – 7:00 pm		