

**Darwen Healthcare Patient Participation Group (AGM)**  
**Monday 19 November 2018**  
**5:30 – 7:00 pm**

**Present:** Ann Neville, Practice Manager (**AN**)  
 Tracy (**TJ**)  
 Alan (**AP**)  
 Ian (**IT**)  
 Ian (**IG**)  
 Barry (**BA**)  
 Jackie (**JB**)  
 Karen (**K**)  
 Carol (**CG**)  
 Christine (**CS**)

**Apologies:** Caitlan (**CJ**)  
 Tania (**TL**)  
 Wilf (**WH**)  
 Sheila (**SS**)  
 Laura (**LG**)  
 Ann (**AC**)

No	Item	Content	Action	Deadline
1.	Welcome and Introduction	Ann Neville welcomed everyone to the meeting.		
2.	Apologies	Apologies received as above		
3.	Minutes of the last meeting	Agreed as an accurate record		
4.	AGM Voting	The group discussed the current roles of Chair and Vice Chair and it was agreed that the Chair and Vice Chair would continue in their roles for a further 12 months. AP seconded both.  AN to send out a copy of the Terms of Reference which remain unchanged and fit for purpose	<b>AN to send out Terms of Reference</b>	<b>26 Nov 18</b>

5.	Practice Manager Update	<p>AN have a practice update.</p> <p>The practice was already seeing the winter pressures of multiple chest infections in all age groups.</p> <p>Failed to attends were now being monitored by the practice senior receptionist (VH) who would make contact on a daily basis with patients who did not attend their appointments and would be sending out letters to those that failed to attend at least two. Follow up letters would be sent to patients who repeatedly failed to attend appointments which could result in removal from the GP List.</p> <p>New roles of Paramedic and Physician Associate were discussed with one member praising the Physician Associate and would be sending that praise to the practice.</p> <p>Pre-bookable appointments were holding at waiting times of 3 -9 working days. More on the acute on the day appointments would be seen by other clinical staff with GPs concentrating on pre-bookable and complex apts.</p> <p>Flu Immunisation Uptake- the practice has currently completed</p> <p>18-64 Age Group – 975  Over 65 Group - 1458  Under 18 at risk (respiratory disease) 111  2-3 Years – 159  Number given via pharmacy -175</p>	<p><b>62 Failed to attend their GP Appointment during October</b></p> <p><b>CS to send feedback to the practice on physician associate</b></p> <p><b>AN continually assesses and adjusts as needed</b></p> <p><b>Stocks of just over 200 left in the 18-64 and over 65 groups</b></p>	<p><b>26 Nov 18</b></p> <p><b>On-going</b></p> <p><b>On-goin</b></p>
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6.	Darwen Primary Care Network	AN and AP gave the group a short update on working plans within the network. The group were working more closely with the DWP and the Heath Promotion Day would be discussed later in the minutes.	<b>Update at the next meeting</b>	<b>January 19</b>
7.	ELFS Day for Alzheimer's 7 Dec 18	The group discussed the promotion of ELFS Day. AN suggested a coffee morning and treats Staff dressing up as ELFs	<b>AN to try and book a room downstairs and promote</b>	<b>26 Nov 18</b>
8.	Darwen Health Promotion Day January 19	The group discussed the Health Promotion Day. One venue currently agreed and one possible. Several partners now coming on board.	<b>AN to update the group by 30 Nov 18 and arrange December Health Promotion Day Meeting</b>	<b>30 Nov 18</b>
9	PPG Newsletter	Discussed themes for the next newsletter and will include information for patients on the Darwen PCN, Immunisations, Staff update, PPG Update, Darwen Health Promotion Day, Screening Update.  The Self Care article was discussed with a number of points raised in particular something that may seem trivial and not requiring an appointment may have other medical issues that are resulting in the initial medical complaint which may initially seem relevant for pharmacist but may need to then be seen by GP.  Discussed that two pharmacies from December would be able to treat sore throats, conjunctivitis and uncomplicated UTI with anti-biotics if needed.	<b>AN and AP to work on the layout and send draft to PPG by 29 November 18 for agreement.</b>	<b>29 Nov 18</b>
9.	Date and Time of Next Meeting.	Monday 21 January 2019 at 5:30-7:00 An earlier meeting may be called for December to discuss the Health Promotion Day.	<b>AN to contact PPG ahead of meeting</b>	