

Darwen Healthcare Patient Reference Group
Monday 6 June 2016
5:30 – 7:00 pm

Present: Ann Neville, Practice Manager (AN)
Susan Hill, Medical Secretary (SH)
Tracy (TJ)
Kelly (KL)
Dee (DA)
Ian (IT)

Apologies: Caitlan (CJ)
Ian (IG)
Tania (TL)
Jackie (JB)
Wilf (WH)
Barry (BA)
Pauline (PM)

No	Item	Content	Action	Deadline
1.	Welcome and Introduction	Ann Neville welcomed everyone to the group and for taking time out to attend.		
2.	Apologies	Apologies received from CJ, IG, TL, JB, WH, BA, PM	N/A	
3.	Minutes of the last meeting	Agreed as an accurate record		
4.	Practice Manager Overview	AN gave an overview: <ul style="list-style-type: none"> • FTA staying reasonable stable. • Waiting Times for Pre-bookable appointments with own GP range from 3 – 8 days depending on whether the GP is on annual leave. Audit currently taking place to determine any changes that need to be made to the audit. 	<p>Patient receiving letters if failed to attend two appointments within a 6 month period</p> <p>Pre-diabetic register increased in size</p>	<p>On-going</p> <p>On-going</p>

		<ul style="list-style-type: none"> • Pre-diabetes education programme discussed how the practice improvement plan is to try and reduce the number of patients becoming diabetic by giving education/lifestyle advice at an earlier stage. • Medical Students require patients whom they can take a medical history to improve their communication skills. • Smoking Cessation Classes going well • Discussed any common themes for complaint and how as a patient they would like it to be dealt with. • Gave an overview of new nursing team staff 	<p>Leaflet to be developed asking for volunteers who are prepared to spend half an hour with a trainee as a “test” patient.</p> <p>To discuss at each meeting and seek PRG opinion</p>	<p>June 16</p> <p>On-going</p>
5.	Adopt a constitution	Deferred to the next meeting	Place on next Agenda	July 2016
6.	PRG Chair (Day in the practice)	<p>TJ gave an overview of her experience as a patient in the practice on week commencing 29 June:</p> <ul style="list-style-type: none"> • Volunteered to be a “test “ patient for Medical Student – wonderful experience • Required a “real” appointment – Reception Staff very helpful • Attended to see Julia Mullaney, ANP and what a pleasant experience, very impressed. 	Typed up version to be placed on the notice board in reception	June 16
7.	Loneliness Questionnaire	PRG Group have decided to complete some proactive work to help patients and the practice by developing a questionnaire to be handed out and emailed to patients asking a number of questions.	Questionnaire to be approved by the PRG at the next meeting. Questions to be emailed to all members for their input.	July 16

		The group would like to help to develop a group discussing things such as healthy eating / open forum chatting.		
8.	N.A.P.P	Practice to sign up to have membership of National Association of Patient Participation groups.		
9.	Date and Time of Next Meeting.	Monday 18 July 2016 at 5:30 -7 :00 pm		