

Darwen Healthcare Patient Reference Group
Monday 10 October 2016
5:30 – 7:00 pm

Present: Ann Neville, Practice Manager (**AN**)
 Gulnaz Patel, Medical Receptionist (**GP**)
 Tracy (**TJ**)
 Ian (**IT**)
 Ian (**IG**)
 Pauline (**PM**)

Apologies: Caitlan (**CJ**)
 Kelly (**KL**)
 Tania (**TL**)
 Jackie (**JB**)
 Barry (**BA**)
 Dee (**DA**)

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 Matters Arising	Agreed as an accurate record Loneliness questionnaire discussed and agreed that as our Physician Associate had spent time at Age UK would suggest 5 questions and then the group would decide an three.	PRG to pick Three questions from a list of Five.	15 October 16
4.	Practice Manager Overview Failed to Attends September 16	AN gave an overview: Failed To Attends staying reasonable stable at approximately 49 month on pre-bookable GP appointments and 10 on the day GP Appointments.	Continue to follow the Failed to attend policy	On-going

	Waiting times for GP Appointments	<p>The group asked if patients were removed from the practice if they failed to attend three consecutive appointments. AN advised that the failed to attends was predominantly in the age group 20 -40. Letters are sent to patients who fail to attend if no underlying causes.</p> <p>Waiting Times for Pre-bookable appointments with own GP range from 2 – 7days depending on whether the GP is on annual leave.</p> <p>One written complaints received since last meeting</p>	Addressed as per complaints protocol.	September 16
5.	Prescription Ordering New Changes	<p>The group discussed the changes to prescription ordering as from Wednesday 12 October 16.</p> <p>AN advised that a Patient Information Leaflet on how to order prescriptions had been created and was available via reception or the website.</p> <p>Discussed regular updates with the PRG Members.</p>	AN to provide a weekly update to the PRG members around prescription issue	On-going
6.	Flu Immunisation Clinics	<p>2 Saturday Morning Clinics have been held on 1 and 8 October 16. Huge success with excellent patient feedback on the organisation.</p> <p>Several clinics held during the week and optimise flu immunisations at every opportunity.</p>	Emailed feedback received from patients	October 16
7.	CQC Inspection 31 August 16	The practice was still awaiting the draft report from CQ along with the overall rating.	AN to advise the PRG members of the rating once received.	October 16

		The delay had been caused due to the amount of inspections taking place.		
8.	Christmas Meal	Group discussed and agreed that the Christmas Meal should be local and AN would obtain menus.	AN to obtain menu and send out suggested dates in early December.	15 October 16
9.	Any other business: General Practice Awards November 16 London Smoking Cessation Hospital Information and Hospital Discharge Letters	<p>AN advised the group the practice had been short listed for the following awards:</p> <p>General Practice Manager of the Year</p> <p>Nursing Team of the Year</p> <p>Clinical Team of the Year – Diabetes</p> <p>The PRG asked whether the practice was going to advertise this in the local press as they felt that it was worth celebrating to have been short listed. The PRG really felt that the practice had really improved over the last couple of years.</p> <p>AN advised sadly due to funding issues the in house smoking advisor holding clinics in the practice was no longer available and therefore the practice would need to refer patients to Healthlink or directly with Smoking Cessation.</p> <p>A member asked if anything could be done to ensure that hospital Discharge Letters are more accurate as he had experience of a recent one which was not correct.</p>	<p>AN to speak to the Partners</p> <p>AN to pass on the comments</p>	<p>14 October 16</p> <p>14 October 16</p>

	Changes to Local Bus Timetable	It was reported that several of the bus routes have, had a change of timings of buses which may impact on patients attending appointments and may increase home visit requests.	AN to advise all within the practice and to keep a table of any comments received.	15 October 16
10.	Date and Time of Next Meeting.	Monday 21 November 2016 at 5:30 -7 :00 pm		