

**Darwen Healthcare Patient Reference Group**  
**Monday 18 July 2016**  
**5:30 – 7:00 pm**

**Present:** Ann Neville, Practice Manager (**AN**)  
Susan Hill, Medical Secretary (**SH**)  
Fiona Adeoye, Practice Nurse (**FA**)  
Terri Livesey, Healthcare Assistant (**TL**)  
Rachael Barnes, Healthcare Assistant (**RB**)  
Tracy (**TJ**)  
Kelly (**KL**)  
Barry (**BA**)  
Dee (**DA**)  
Jackie (**JB**)  
Ian (**IG**)  
Pauline (**PM**)

**Apologies:** Caitlan (**CJ**)  
Ian (**IT**)  
Tania (**TL**)

No	Item	Content	Action	Deadline
1.	Welcome and Introduction	Ann Neville welcomed everyone to the group and for taking time out to attend and introduced Rachel Nolan and Sam Salvato from Age UK BWD to the meeting		
2.	Apologies	Apologies received from CJ, IT, TL,		
3.	Minutes of the last meeting	Agreed as an accurate record		
4.	Practice Manager Overview	AN gave an overview: Failed To Attends staying reasonable stable at approximately 47 per month on pre-bookable GP appointments and 10 on the day GP Appointments.		

		<p>The group asked if there was any sort of trend and AN advised that the failed to attends was predominantly in the age group 20 -40 and that when some patients had contacted they had simply forgotten to attend.</p> <p>Waiting Times for Pre-bookable appointments with own GP range from 3 – 7days depending on whether the GP is on annual leave.</p> <p>No written complaints received since last meeting</p> <p>Introduced some new nursing staff i.e. a Practice Nurse and Two Healthcare Assistants and explained their roles.</p>		
5.	Adopt a constitution	<p>The group discussed this as they are unable to open a bank account without it. The group does have Terms of Reference and agreed to adopt an example of a PRG Constitution and agreed to use with our Terms of Reference included.</p>	<p><b>Sue Hill to type up and send out to PRG Members.</b></p> <p><b>AN to send PRG email addresses to Sue Hill.</b></p>	<p><b>20 July 16</b></p> <p><b>20 July 16</b></p>
6.	Here to Help – Age UK BWD	<p>Rachael and Sam gave an excellent overview of the service they provide and gave the group some excellent information relating to the loneliness questionnaire the group is working on. The discussion progressed and it was agreed that the PRG could develop a leaflet including the services that Age UK provide.</p> <p>PRG chair to meet with Age UK at BWD to discuss joint working.</p>	<p><b>TJ to contact Age UK</b></p>	<p><b>July 16</b></p>

7.	Loneliness Questionnaire	Following a lengthy discussion it was agreed that the questions already sent would be added to the Age UK ones and the PRG would agree the questions (6-7) that would be used. This questionnaire could be given out to patients if presenting with elements of loneliness or isolation and the results analysed.	<b>SH to type up the questions and send out to PRG members</b>  <b>Questionnaire to be approved by the PRG</b>	<b>20 July 16</b>  <b>27 July 16</b>
8.	N.A.P.P	Application form downloaded PRG Chair to sign	<b>TJ to sign application form</b>	<b>22 July 16</b>
9.	<p>Any other business: Prescription Line</p> <p>Urine Sample/Prescriptions</p> <p>Waiting Room Chairs</p>	<p>PM asked if there was an issue with the prescription line as on several occasions she had been disconnected and did not feel that the message was clear enough.</p> <p>To clarify the telephone line for ordering prescriptions is available for disabled, over 65's and house bound patients and is available between 10:00 am to 12:00 pm and 2:00 pm to 4:00 pm.</p> <p>KL asked the process for having a urine sample tested. AN advised that urine samples were checked for infection each day at 11:30 am and 4:00 pm. The morning samples should be checked and prescription requests following this should be given to Lead GP in the morning. Afternoon samples should have prescriptions issued around 5:30 pm. In all cases patients should be contacted with the results.</p> <p>Some of the members asked why some of the waiting room chairs had been removed recently. AN was unaware of this and advised that she would contact the buildings manager.</p>	<p><b>AN to listen to voice message and amend accordingly.</b></p> <p><b>AN to reiterate throughout the practice.</b></p> <p><b>AN to email the buildings management.</b></p>	<p><b>22 July 16</b></p> <p><b>21 July 16</b></p> <p><b>22 July 16</b></p>
10.	Date and Time of Next Meeting.	Monday 26 September 2016 at 5:30 -7 :00 pm		