

Darwen Healthcare Patient Participation Group Meeting
Monday 21 March 2016 5:30 -7:00 pm

Present: Ann Neville, Practice Manager (AN)
 Susan Hill (SH), Administrative Co-Ordinator
 Julia Mullaney, Advanced Nurse Practitioner
 Dr Dalton, Senior GP Partner
 Tracy (TJ)
 Kelly (KL)
 Ian (IG)
 Ian (IT)
 Pauline (PM)
 Dee (DA)
 Barry (BA)

Apologies: Caitlan (CJ)
 Tanya (TL)

No	Item	Content	Action	Deadline
1.	Welcome	Ann Neville welcomed everyone to the group.	N/A	
2.	Apologies	As above	N/A	
3.	Minutes of the last meeting.	Agreed as an accurate record.		
4.	Julia Mullaney, Advanced Nurse Practitioner	Julia was introduced to the group and gave a short introduction of the role she will be carrying out within the practice and previous experience. Julia will be completing home visits to patients in an attempt to avoid hospital admissions. As explained the role is a developing one that will increase in time.	JM completing a 2 week audit on home visit requests. Feedback to the practice and AN will feedback to the group at the next meeting.	May 2016
5.	Smoking Cessation Clinics	AN reported how well the clinics were being utilised. Initially a smoking cessation advisor completed a clinic on a Wednesday afternoon 1:00 -4:30 pm but due to demand a second clinic was being completed 4:00 -6:30 pm.	AN to provide figures at the next meeting	Feedback at the next meeting with no of attending

6.	Failed to Attend Appointments and GP Waiting times for routine appointments Iplato Text Messages	It was reported that the failed to attend appointments continued to remain stable at 26 patients not attending pre bookable GP appointments and 11 priority appointments. Iplato text messaging seemed to be keeping the failed to attend appointments quite low.	Report each month and create an annual report Continue to monitor	May 2016 On-going
7.	Practice Newsletter and Practice Leaflet	The practice March Newsletter and the Practice Leaflet had been updated to show current staff. AN discussed the work that was currently being completed on Diabetes, COPD and Hypertension. Quarterly audits were being completed to check compliance.	New leaflet and newsletter placed on the website	N/A
8.	Patient Reference Group Survey Analysis	The Patient Reference Group Survey had been completed and analysed. Results indicated that the majority of patients seemed happy with the service provided. The group discussed the lack of patients booking online appointments and it was felt that more patients may use if any GP appointment could be booked rather than just with the named GP.	AN to discuss with the GP Partners and report back at the next meeting	May 2016
9.	New Staff and Medical Students.	AN advised that the practice had recruited a new Practice Nurse and 2 Healthcare Assistants. AN reported that the practice had recently had two foreign Uclan students whereby part of the programme required 2 consultations with patients and two of the PRG members agreed to participate.	Next Students due May 2016	

10.	Practice Team Achievements	Three receptionists completed AMSPAR course receiving distinctions and merits, Two Medical Secretarial staff achieved distinctions in AMSPAR Level 3, One HCA due to complete Assistant Practitioner Course.		
11.	Locality Spoke Appointments	AN advised that the locality uptake on appointments was working really well and utilised effectively.	Update at the next PRG Meeting	May 16
12.	Any other business Public Health update on New Alcohol Guidelines Parking at the Health Centre Loneliness Treatment Room Feedback	BA reported how new guidelines had come into effect with the recommended intake of alcohol for both male and female now the same. There was also recommended advice that it is best not to drink whilst pregnant. TJ reported how Health Centre Staff seemed to be parking in patient spaces and had asked if a letter should be sent from the group to the Buildings Management. TJ discussed the subject of loneliness and wondered whether it is something that the group could become involved in and it was suggested that the PRG complete two surveys: One for patients to complete One for GPs/ANPs to complete The group gave feedback on their experiences at the treatment room	BA to send further information Letter to be sent to the buildings management from PRG members PRG members to send examples of questions to be used in the survey Analyse prior to the next PRG Meeting and agree an action plan and whether volunteer on prescription could be included in the action plan. AN to forward to the Transformation Manager for Treatment Services	May 16 March 16 March 16 May 16 April 16
13.	Date and Time of Next Meeting	Monday 16 May 2016 at 5:30 – 7:00 pm Darwen Health Centre		