

Darwen Healthcare Patient Participation Group Meeting
Monday 22 September 2014
5:30 – 7:00 pm

Present: Ann Neville, Customer Service Manager (AN)
 Susan Hill (SH), Medical Secretary
 Jackie (JB)
 Dee (DA)
 Ian (IG)
 Tracey (TJ)

Apologies: Caitlan (CJ)
 Eileen (EE)
 Susan (SD)
 Barry (BA)
 Pauline (PM)

No	Item	Content	Action	Deadline
1.	Welcome	Ann Neville welcomed everyone to the group. Introductions were made, one new members.	N/A	
2.	Apologies	As above	N/A	
3.	Minutes of the last meeting.	Agreed as an accurate record.		
4.	Matters Arising Parking Issues Practice Newsletter Update	AN updated the group. Parking issues being looked at by buildings management. Meeting has taken place with the new school principle who has advised staff and pupils that parking on health centre car parks is for patients etc. Leisure Centre users should use the car park provided. AN asked the group if there was anything they would particularly like to be included in the next edition. <ul style="list-style-type: none"> • Reasons why receptions ask patients for the reason they wish to book a GP Appointment • Flu Clinic Information • Praise from patients re good service • Information on options for cancelling appointments if not required. 	Newsletter to be forwarded to PRG members once approved by Partners.	October 14

	Flu Update	Clinic Sessions now placed on screen. Patients now booking appointments. PRG Members offered to provide help in giving out flu facts information sheet and patient questionnaire.	AN to forward clinic sessions where support would be appreciated.	Sep/Oct 14
5.	Secretary Update re Avoiding Unplanned Admissions Care Plans	SH advised the members that the practice has completed the case management register and all care plans have been completed.		Aug 14.
6.	Xmas Meal Out	Most members can be flexible on attending a PRG meal out.	AN to ask for members availability when sending out the minutes	25 Sep 14
7.	Mini Patient Survey	Mini patient survey had been distributed prior to PRG Meeting. One minor amendment: <ul style="list-style-type: none"> • It was not felt necessary to indicate which GP patient had seen when receiving the questionnaire for completion. The analysis from questionnaire will be used as evidence for PRG Improvement Plans.	AN to distribute the questionnaires week commencing 29 September 14. Completed questionnaires to be analysed prior to AGN Nov 14.	September 14 October 14
8.	Failed to Attend Figures GP Waiting Times	55 Patients failed to attend GP Pre booked appointments 22 Patients failed to attend Priority on the day appointments. Discussion around why a small increase. AN advised could be linked with non-use of Iplato this would be monitored Waiting times for pre-bookable appointments with usual GP remain at 1 week for most GP's and 2 GP's with longer waits.	Raise patient awareness of Failed to Attend Rates. Places options of how to cancel appointments if not required	October 14
9.	EMIS Patient Access	AN updated the group about work now completed on online access. AN suggested that this be piloted first with the PRG members and make tweaks to the configuration if required.	AN contact PRG members in due course	10 October 14

10.	<p>Any Other Business Treatment Room</p> <p>Nursing /GP Appointments</p> <p>Disabled Parking Sign</p> <p>Answer Machine Message in reception</p> <p>Thank You</p>	<p>Issues raised around waiting times for blood tests taken in the treatment room and lengthy wait when contacting treatment room by phone,</p> <p>Patients struggle to obtain appointments with GP/Nurses after 4:30 in the afternoon unless booking a priority on the day appointment. AN explained that the practice was looking to employ a nurse to cover late afternoon shifts from 1:30-6:00pm. Issue raised about make up used by staff.</p> <p>An issue raised about no disabled Parking Sign near entrance to health centre.</p> <p>Instructions not clear on message.</p> <p>AN thanked all members for attending</p>	<p>AN to speak to Treatment Room Administrative Lead.</p> <p>Obtain feedback via Patient Mini Survey</p> <p>AN to provide feedback at staff meetings</p> <p>AN to contact Jane Parker</p> <p>AN to listen to message and ask JH to contact IT to amend.</p>	<p>September 14</p> <p>October 14</p> <p>October 14</p> <p>September 14</p> <p>September 14</p>
11.	Date and Time of next Meeting Annual General Meeting (AGM)	Monday 24 November 2014 5:30-7:30		