**Darwen Healthcare Patient Participation Group Annual General Meeting**

**Monday 16 November 2015**

**5:30 – 7:00 pm**

**Present:** Ann Neville, Practice Manager **(AN)**

Susan Hill, Medical Secretary **(SH)**

**Saffiya Khan. Practice Pharmacist (SK)**

Tracy **(TJ)**

Kelly **(KL)**

Dee **(DA)**

Ian **(IG)**

Barry (BA)

Jackie (JB)

Wilf **(WH)**

**Apologies:** Caitlan **(CJ)**

Ian (IT)

Tania (TL)

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| 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 IT TL | N/A |  |
| 3. | Minutes of the last meeting | Agreed as an accurate record |  |  |
| 4. | Introduction  Saffiya Khan | AN introduced Saffiya Khan to the group. Saffiya commenced in post as our pharmacist on 2 November 2015 and would be streamlining the prescription ordering and issue process, completing medication reviews and eventually minor illness clinics. The plan is for the GP workload to be reduced in order to facilitate improved access to GPs. |  |  |
| 5. | Election of Chair, Vice Chair and Treasurer  Patient Reference Group Patient Survey | AN had sent out the PRG Annual Report to members before the meeting and was briefly discussed. TJ and BA agreed to remain in their roles as Chair and Vice Chair and DA agreed to become Treasurer. Terms of Reference remained the same. The group also agreed that they still wanted to meet bi-monthly.  The group agreed questions on the survey which would be completed during the first two weeks in December. | **AN to forward Terms of Reference and dates of meetings for 2016.**  **Final version agreed** | **21 November 15**  **21 November 15** |
| 6. | Patient Information Leaflet  Prescription Ordering | Ann and Saffiya had worked together in creating the patient information leaflet and hoped that patients would find it useful. | **To be included in New Patient Packs, available at reception and added to the practice website** | **23 November 15** |
| 7. | Failed to attend figures for September and October 15 and GP waiting times. | AN reported that during September 58 patients failed to attend a Pre-Bookable GP Appointment and 13 failed to attend an on the day appointment. During October 44 patients failed to attend a pre-bookable GP Appointment and 10 patients failed to attend an on the day appointment.  GP Waiting times for a pre-bookable appointment ranged from 2-7 days. | **Update at the next meeting** | **11 January 2016** |
| 8. | Smoking Cessation Clinics | Smoking Cessation Clinics were now taking place on Wednesday afternoons from 1:00 -4:30 pm. | **Uptake to be advised at the next meeting.** | **16 November 15** |
| 9. | Friends and Family Feedback | AN advised that the latest feedback had been really good there had been a couple of constructive areas of feedback that would be looked at throughout the practice. | **AN to email latest feedback** | **23 November 15** |
| 10. | Senior Socials | AN advised that Senior Socials took place at The Old Function Room in Darwen each Monday from 12:00 -2:30– creating wellbeing and laughter and providing support for carers. | **Full details on practice website.** |  |
| 11. | Paediatric Clinic Tuesday 2:00-6:00pm | AN reported to the group that final plans were in place for the weekly clinic. | **Update the PRG at the next meeting** | **11 January 2016** |
| 12. | Prime Ministers Challenge Fund Spoke Appointments | The PRG asked how the locality spoke appointments were doing. AN advised that there had been some difficulty in obtaining some GPS to work in Darwen. IG asked for some details on usage etc. to be emailed. |  |  |
| 13. | Any Other Business.  Alcohol Awareness  Treatment Room  PRG Christmas Meal | BA advised that it was Alcohol Awareness Week (16 November to 22 November). Dry January was discussed and AN asked for promotional details to be forwarded for display within the practice and the website. This was an area that was being covered within the Darwen Locality.  The group discussed the difficulties being faced at the Treatment Room in contacting the service and the lengthy wait for an appointment.  The group discussed dates and agreed that the group would go to Mangiarmo’s, | **BA to email a link to AN**  **AN to discuss with the Partners and the Treatment Room Manager.**  **SH to make a reservation** | **23 November 15**  **23 November 15**  **23 November 15** |
| 14. | Date and Time of Next Meeting. | Monday 11 January 2016 at 5:30 -7 :00 pm |  |  |