

Darwen Healthcare Patient Participation Group Meeting
Monday 24 March 2014
5:30 – 7:00 pm

Present: Ann Neville, Customer Service Manager (AN)
 Dr C Dalton (CD) GP
 Katrina Margerison (KM) Practice Nurse
 Tracey Davey (TD) Receptionist
 Tracy (TJ)
 Kelly (KL)
 Dee (DA)
 Barry (BA)
 Pauline (PM)

Apologies: Caitlan (CJ)
 Ian (IT)

No	Item	Content	Action	Deadline
1.	Welcome and Introduction	Ann Neville welcomed everyone to the group and thanked the members for taking time out to attend.		
2.	Apologies	Apologies received from CJ, IT AN asked if the PPG felt some advertising should be done to obtain a few more members i.e. to include younger members and the over 70's.	N/A PPG agreed open invite policy. Posters displayed on waiting room notice boards and Jayex Board	March 14
3.	Minutes of the last meeting	Amendments agreed as per agenda Agreed as an accurate record		
4.	Matters Arising	PPG Bank account to be opened by KL and DA. AN to forward cheque for £250.00. KL and BA provided some feedback from CCG PPG Meeting held in January. Not a very positive meeting, AN to provide some feedback to CCG Joe Slater. AN discussed with the PPG comments received around queues at the reception desk and whether chairs/bench could be provided. AN explained that chairs etc was not an option under Health and Safety however AN was proposing to contact each of the Pharmacies to allocate a time for collection of bulk prescriptions. PPG members suggested a point for queries and separate area of reception for simply booking in for appointment. AN advised that this sort of patient/PPG feedback allowed	AN agreed to look at some options and report back to PPG	Apr/May 14

		<p>the practice to improve.</p> <p>Praise received AN read out to the PPG three emails received praising Darwen Healthcare staff for the service provided</p>	To be displayed and placed within CQC files as evidence	April 14
5.	EMIS Clinical System – Go Live 15 April 2014	<p>AN provided an information on the new clinical system which when configured could allow the following on line:</p> <ul style="list-style-type: none"> • Checking, Booking and Cancelling Appointments • Ordering repeat medication • Sending messages to the surgery • Updating contact information • Some Test results <p>AN explained that the first two weeks from 7 – 21 April may be quite difficult and hoped that patients would be patient. Information to be placed on website and a newsletter produced.</p>	Website to be updated by AN PPG Newsletter to be approved	31 March 14 31 March 14
6.	<p>Practice Bi-Monthly Update on achievements</p> <p>PPG Quarterly Newsletter</p> <p>Staff Identity Badges</p>	<p>As per last meeting AN advised that an update on staff achievements would be available:</p> <ul style="list-style-type: none"> • Staff trained in Safeguarding Vulnerable Adults and children • AN completed CAF (Children’s Common Assessment Framework) • Clinical staff attended Respiratory Event updating their skills • AN obtained free AMSPAR courses for admin staff <p>CJ completed draft of PPG Newsletter. To be forwarded to members and Practice Partners</p> <p>Practice provided identity badges for all staff displaying the Darwen Healthcare Logo : The Yarrow Flower</p>	<p>AN to place a small poster on PPG Notice board</p> <p>AN forward on</p>	31 March 14 31 March 14
7.	Telephone Consultations	AN advised that the practice had been offering some telephone consultations for some patients when a face to face appointment was not required.	To be added to new clinical system	May 14
8.	<p>Ideas received PPG “Post it Notice Board”</p>	An idea had been proposed that patients could place comments on a notice board and collated each week and	Idea to be discussed at monthly Partners Meeting	4 April 14

	A “ Healthy Event”	discussed at PPG meetings The PPG discussed in detail the idea of a healthy event. Positive ideas which would need in depth planning by all. TJ to email details to AN	Idea to be discussed at monthly Partners Meeting and next PPG Meeting in May	April/May 14
9.	GP Waiting Times	Waiting times improved, now ranging from 7 days to 21 days.	6 Monthly update to be provided to PPG	July 14
10.	January and February Failed to Attend Rates	January 2014 GP 35 (20 Pre-bookable and 15 on the day appointments) Nurse 24 Missed appointments February 2014 GP 72 (50 Pre-bookable and 22 on the day appointments) Nurse 38 Missed appointments.	AN to look into failed to attends for on the day appointments and update at next PPG	May14
11.	Any Other Business	2 PPG Members raised some concerns around non clinical staff advising patients of test results. AN agreed to look into the comments and explained this had indicated a training issue.	AN to look into comments and ensure that is discussed with Partners and training options completed	April 14
12.	Date and Time of Next Meeting	Monday 19 May 5:30 pm -7:00 pm		