

**Darwen Healthcare Patient Reference Group Meeting**

**Monday 25 November 2013**

**5:30 – 7:00 pm**

**Present:** Ann Neville, Customer Service Manager (**AN**)  
 Lorraine Winter, Medical Receptionist (**LW**)  
 Tracy (**TJ**)  
 Kelly (**KL**)  
 Dee (**DA**)  
 Ivan (**IG**)  
 Barry (**BA**)

**Apologies:** Caitlan (**CJ**)  
 Pauline (**PM**)  
 Robin (**RF**)  
 Susan (**SD**)  
 Janet (**JB**)

No	Item	Content	Action	Deadline
1.	<b>Welcome and Introduction</b>	Ann Neville welcomed everyone to the group and thanked the members for taking time out to attend. Each member introduced themselves and gave a brief resume of their life experiences.	N/A	
2.	<b>Group Business</b> <ul style="list-style-type: none"> <li>• Election of chair, deputy chair, secretary and treasurer</li> </ul>	<p>The Group discussed the election. TJ was elected as chair; this was proposed by BA and seconded by DA. BA was elected as deputy chair; this was proposed by TJ and seconded by KL. AN agreed to complete admin support i.e. Agenda, Minutes and Action Plans.</p> <p>KL was elected as Treasurer and would receive support when required. The Group asked how much the PPG had in funds and AN advised that she would find out from RH.</p>	<p>N/A</p> <p><b>AN to ask RH how much funds the PRG has.</b></p> <p><b>AN to update and forward to the group with the minutes</b></p>	<p><b>November 2013</b></p> <p><b>November 2013</b></p>
	<ul style="list-style-type: none"> <li>• Terms of reference</li> <li>• Frequency of meetings</li> <li>• Quorum</li> </ul>	<p>Terms of reference discussed and agreed. Frequency of meetings agreed as bimonthly Quorum of five to attend</p>		

	<ul style="list-style-type: none"> <li>Annual review arrangements</li> </ul>	AGM to take place each November 2013.		
3.	<b>Work Plan</b>	<p>AN advised the group that it was hoped that the GPAC questionnaire could be handed out to randomly selected patients attending surgeries during December for a two week period and asked the Group for their comments.</p> <p>The group discussed the questionnaire, made minor amendments and agreed that most questions would give the practice an indication of what was important to the patients and that they would discuss the content at the next meeting once the report and analysis had been completed. At this point it would be feasible to discuss short, medium and long term objectives.</p>	<p><b>AN to forward analysis and report to PRG members once completed and approved by the practice.</b></p> <p><b>Patient Survey Report to be discussed at the next meeting</b></p>	<p><b>January 2014</b></p> <p><b>January 2014</b></p>
4.	<b>News from the Practice</b> <ul style="list-style-type: none"> <li>Feedback on current issues from the practice</li> </ul>	<p>AN explained that work was going on within the practice :</p> <p>Training Programme for Reception/Admin Staff</p> <p>Appointment structure under review. AN had been asked to check whether 1 or 2 members of the PRG would give input/suggestions on the appointment structure. 2 members said that they would be more than happy to give comments.</p> <p>Notice boards within reception and waiting rooms are currently being updated to include more patient information on the services we can provide.</p> <p>AN thanked the members for their input on the Practice Leaflet. Leaflet amended and given to PRG members for information.</p> <p>The leaflet is due to be placed on the website within the next few days.</p> <p><b>PRG members commented on :</b></p> <p>The need for positive feedback to be placed on</p>	<p><b>Draft Programme completed to be approved by the partners</b></p> <p><b>Practice Leaflet to be placed on the Darwen Healthcare Website and Waiting Room.</b></p> <p><b>On-going</b></p>	<p><b>December 2013</b></p> <p><b>December 2013</b></p>

		<p>information boards</p> <p>Information on the areas that the Doctors and Nurses specialise in</p> <p>Asked for Failed to Attend Rates and % figures on attendance. Would it be possible to breakdown failed to attend rates into age ranges?</p> <p>Could complaints policy/leaflet be forwarded to PPG members</p> <p>PPG Members asked whether it would be possible for a clinical member of the practice to also attend. An advised that subject to availability this could be possible.</p> <p>All PRG Members to sign a Confidentiality Agreement</p>	<p><b>AN to ask clinical staff for some details and place on an information poster for patients</b></p> <p><b>AN explained that failed to attend details are now being displayed in waiting room areas and Jayex Board and would supply some information to PPG members monthly.</b></p> <p><b>AN to forward complaints leaflet to members.</b></p> <p><b>AN to speak to clinical members and report back at next meeting.</b></p> <p><b>AN forwarded to members 29 November 2013</b></p>	<p><b>January 2014</b></p> <p><b>December 2013</b></p> <p><b>December 2013.</b></p> <p><b>December 2013</b></p>
5.	<b>Date and Time of Next Meeting</b>	Monday 27 January 2014 at 5:30 – 7:00 pm Darwen Health Centre		