

Darwen Healthcare Patient Participation Group Meeting

Monday 27 January 2014

5:30 – 7:00 pm

Present: Ann Neville, Customer Service Manager (AN)
Lyndsay Adamson, Nurse Practitioner (LA)
Nikki Butterworth, Healthcare Assistant (NB)
Tracy (TJ)
Kelly (KL)
Dee (DA)
Barry (BA)
Ian (IT)

Apologies: Caitlan (CJ)
Ivan (IG)
Pauline (PM)

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 PM, IG, CJ	N/A	
3.	Minutes of the last meeting	Agreed as an accurate record		
4.	Matters Arising	AN asked if all had received the amended Complaints Leaflet List of the Clinical Teams areas of special interest given to PPG Members Training plan approved for admin/reception staff approved. Practice closed each Wednesday for staff training. AN confirmed that the PPG currently held funds of £250.00. (Account to be opened) Practice working hard to reduce queues at reception 2 receptionists now on front desk, bell placed for additional support if needed to reduce queues,		

		<p>working with Pharmacies, Prescriptions re-locating to back office to allow less interruptions to prescription clerks which should ensure that we can respond quicker to prescription issue. Prescription query form created.</p> <p>Christmas Eve Fancy Dress – AN advised that the fancy dress had raised just over £118.00 for East Lancashire Hospice.</p>		
5.	Appointment Waiting Times	<p>As requested AN advised the PPG Members of the current waiting times for pre bookable GP appointments. AN advised that the practice was working hard to reduce the waiting times:</p> <ul style="list-style-type: none"> • GP list sizes being adjusted • Additional GP being employed from the end of March 2014 • Utilising the skills of the practice Nurse Practitioner by operating two on the day minor illness clinic held on Monday and Friday afternoons • Working in the idea of telephone consultations at the end of each GP clinic. Reception staff to receive training. 	Update in 6 months	July 2014
6.	November/December Failed to Attend Figures	<p>AN advised that failed to attend rates had considerably been reduced over the past three months.</p> <p>Patients have been made aware of the failed to attend rates by posters on the waiting room notice boards and displaying on the Jayex Board.</p>	AN to forward January failed to attend rates to PPG members	February 2014
7.	Request for Home Visit Leaflet	<p>AN explained the reason for the request for Home Visit Leaflet to ensure that patients, Nursing Homes and Care Homes were aware of the process. Leaflet has now been forwarded to Nursing and Care Homes in the Darwen Catchment Area</p>	Leaflet to be displayed on our website.	February 2014

8.	Nursing Team/Appointments	<p>LA and NB advised members of the work currently being completed by the Nursing Team.</p> <p>LA explained the role of the Nurse Practitioner and the on the day minor illness clinics being operated on Monday and Friday.</p> <p>NB advised that appointments for the nursing team were now being booked by the two healthcare assistants ensuring that the correct time was booked for the appointment and that relevant blood tests were booked in advance if required.</p>		
9.	GP Telephone Consultations	The practice is currently looking at the ability to offer some telephone consultations at the end of each clinic.		February/March 2014
10.	Patient Survey Analysis	<p>AN asked PPG Members for their thoughts on the survey analysis. In general it was agreed that the feedback from the survey was quite good. AN advised that she was pleased at the feedback around reception staff.</p> <p>PPG agreed that a smaller survey to be completed in 6 months targeting areas such as GP appointments, Reception staff, Days of operation, Methods of communication.</p>	PPG to agree questions for next survey	June 2014
11.	Any Other Business	<p>AN asked the group for any feedback or ideas that they may have:</p> <ul style="list-style-type: none"> One of the members has a contact at the Lancashire Telegraph and wondered whether we could advertise the work that PPG members and the Practice are doing together (over a 6 month period) raising awareness of the practice staff working with its patients to ensure that patients have the best experience possible 	TJ to find information and AN to speak to Partners	Jan/Feb 2014

		<ul style="list-style-type: none"> • The practice advertising the good work that is being done at the practice by having a weekly/monthly piece on the website i.e. described as “ Week or a Month in the life of Darwen Healthcare” • AN advised that the agenda for the Blackburn with Darwen CCG PPG Meeting would be forwarded to them 28 January 2014 – Meeting Thursday 20 January 2014 5:30 pm -7:30 pm 	<p>AN to forward the idea to the Partners/Practice staff for ways of implementing</p> <p>BA and KL attending and will provide some feedback to AN</p>	<p>February 2014</p> <p>January 2014</p>
12.	Date and Time of Next Meeting	Monday 24 March 2014 5:30 pm -7:00 pm		