

**Darwen Healthcare Patient Participation Group Meeting**  
**Monday 28 July 2014**  
**5:30 – 7:00 pm**

- Present:** Ann Neville, Customer Service Manager (AN)  
Tracey Davey, Medical Receptionist (TD)  
Susan Hill (SH), Medical Secretary  
Katrina Margerison (KM) Practice Nurse  
Joe Slater, Chair BwDCCG  
Tracy (TJ)  
Kelly (KL)  
Ian (IG)  
Eileen (EE)  
Pauline (PM)
- Apologies:** Caitlan (CJ)  
Dee (DA)  
Ian (IT)  
Susan (SD)  
Barry (BA)

No	Item	Content	Action	Deadline
1.	Welcome	Ann Neville welcomed everyone to the group. Introductions were made, two new members and BwD CCG Chair attending.	N/A	
2.	Apologies	As above	N/A	
3.	Minutes of the last meeting.	Agreed as an accurate record.		
4.	Flu Update	TJ updated the group with information from the flu immunisation planning group: <ul style="list-style-type: none"> <li>• Advertise on website, Jayex board, noticeboards, text messaging, practice newsletter</li> <li>• Clinics commencing 29 September 2014</li> <li>• Reception staff to receive training and receive a fact file prior to commencement of clinics</li> <li>• AN asked of anyone would be available to help with the coordination and movement of patients</li> </ul>	<b>AN planning clinics and will advise PRG members of the dates in due course.</b>	<b>10 Aug 14</b>

5.	“Helping people live longer, reducing health inequalities and improving outcomes in the borough”	<p>Joe Slater reported to the group in depth around the work currently being undertaken by the CCG. The group asked about 7 day access to services. Discussion took place, OOH contract due for renewal. The group was advised that localities were working together to achieve improved access to services. The group felt that locality CCG/PRG meetings would be more productive.</p> <p>The group mentioned that a number of parking spaces were taken up by the breast screening unit which leaves fewer parking spaces for people who may have minor disabilities.</p> <p>AN advised that the nursing team were currently creating patient leaflets regarding chronic disease and within these would contain a patient’s care plan.</p>	<p><b>JS to look into the issues around the location of the breast screening unit and update the group.</b></p> <p><b>AN to speak to buildings management about leisure centre clients parking on health centre car parks.</b></p> <p><b>AN to forward draft to members once created and would value any comments.</b></p>	<p><b>Aug 14.</b></p> <p><b>Aug 14</b></p>
6.	Pharmacy Prescription Update	AN advised the group that pharmacy collection was much better. Relations with the pharmacies were improving. More patients are using electronic prescribing.	<b>Agreed as PRG improvement plan. AN to update at each meeting.</b>	<b>22 Sep 14</b>
7.	Practice Newsletter	AN advised the group that the draft of the second newsletter was complete and gave details of the content. PRG asked if the newsletter could be placed on the website.	<b>AN to PDF newsletter once approved by partners and place on website and reception.</b>	<b>04 Aug 14</b>
8.	Secretary Update: Avoiding Unplanned Admissions and Ultrasound Service at Darwen Health Centre.	SH gave details of the new ultrasound service. Appointment only. GP referral service. Avoiding Unplanned Admissions briefly discussed – Case Management Register complete – Care Plans being completed.	N/A	
9.	Practice Bi-Monthly Update on	AN updated the group about courses and training	N/A	

	achievements	staff are currently completing.		
10.	Failed to Attend Rates for June	55 Patients failed to attend their pre-booked appointment with their named GP and 15 patients failed to attend priority on the day appointments. New clinical system does send text message reminders but does not allow texting back. AN to look into text message service allowing text back by patients.	<b>AN contact EMIS WEB/Iplato</b>	<b>Aug 14</b>
11.	PRG Three Improvement Plans	The group discussed and agreed three improvement plans: <ul style="list-style-type: none"> <li>• Appointment/Telephone Consultations</li> <li>• Prescription issue/collection</li> <li>• Flu access – more streamlined, better uptake</li> </ul>	<b>Update at each PRG Meeting</b>	<b>Mar 15</b>
12.	Any other business	PRG Xmas Meal out discussed. Café Hub suggested and agreed as the venue.  Cheque for £250.00 given to open the PRG bank account.  The subject of extended hours being offered on other evenings was discussed. JS added that this is one of the advantages to localities working together with a possibility in the future of joined up drop in clinics. IG mentioned another surgery who had, piloted drop in clinics during the week. AN asked the views of other members and members present did feel that patients would wait to be seen. The surgery currently offers a large proportion of on the day appointments and space within the waiting area is limited.	<b>AN or TJ to forward menu to members once received.</b>  <b>KL/DA to open bank account</b>  <b>AN to research.</b>	<b>Aug 14</b>  <b>Aug/Sep 14</b>
13.	Date and Time of Next Meeting	Monday 22 September 2014 at 5:30 – 7:00 pm Darwen Health Centre		