

**Darwen Healthcare Patient Reference Group Meeting**  
**Monday 19 May 2014**  
**5:30 – 7:00 pm**

**Present:** Ann Neville, Customer Service Manager (**AN**)  
 Nikki Butterworth, Healthcare Assistant (**NB**)  
 Dr R Sudell, General Practitioner (**RS**)  
 Tracy (**TJ**)  
 Kelly (**KL**)  
 Dee (**DA**)  
 Pauline (**PM**)  
 Barry (**BA**)  
**Apologies:** Caitlan (**CJ**)

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.	N/A	
2.	<b>Minutes of the last meeting.</b>	Agreed as an accurate record.		
3.	<b>EMIS Clinical System Update</b>	AN advised the embers that the clinical system was now up and running and advised that the transition period had been difficult nut the benefits the new system could bring were huge. There had been numerous problems with the issue of prescriptions but the issue was smoother now.		
	<b>Audit Trail on Prescriptions</b>	<ul style="list-style-type: none"> <li>• A system had now been put in place to audit trail collection of prescriptions</li> <li>• Appointment structure set – selection of appointments for nursing team covering all areas and including slots to ensure that tasks such as checking drug bags, vaccination stocks etc are all audited.</li> </ul>	<b>Update PRG at next meeting</b>	<b>July 14</b>
	<b>Appointment Structure</b>			
	<b>Online Access</b>	AN advised that the practice would be looking to commence the facility of booking online appointments, prescription requests and message facility.	<b>Update at next PRG Meeting</b>	<b>July 14</b>

	<b>Patient Recall Letters</b>	<p>The process for this would be identified over the coming weeks. SMS text message commenced.</p> <p>System had been put in place for the nursing team to recall patients annually in the month of their birthday. Members thought it seemed a good idea.</p> <p>Recent feedback from our PRG had asked for a system to improve pharmacy collections which could cause delays for other patients.</p> <ul style="list-style-type: none"> <li>• Dedicated area for pharmacy drop offs and collections</li> <li>• Timed slots for pharmacies to drop off and collect prescriptions</li> <li>• Pharmacy queries to be raised by fax</li> </ul> <p>The above points should shorten queues at reception.</p>		
4.	PPG Newsletter Update  Healthy Event Update	<p>TJ advised that the PPG Newsletter was almost complete and would be forwarded to all for</p> <p>On hold at present due to practice move to EMIS WEB</p>	<b>TJ to forward to members for approval</b>	<b>June 14</b>
5.	Pharmacy Prescription Collections	<p>Recent feedback from our PRG had asked for a system to improve pharmacy collections which could cause delays for other patients.</p> <ul style="list-style-type: none"> <li>• Dedicated area for pharmacy drop offs and collections</li> <li>• Timed slots for pharmacies to drop off and collect prescriptions</li> <li>• Pharmacy queries to be raised by fax</li> </ul> <p>The above points should shorten queues at reception.</p>	<b>Process commenced 19 May 14. Progress report at next PRG.</b>	<b>July 14</b>
6.	Practice Bi-Monthly Update on Achievements and training	<ul style="list-style-type: none"> <li>• All clinicians completed telephone consultations skills training</li> </ul>		

		<ul style="list-style-type: none"> <li>All clinicians completed Mental Capacity Act and Dementia training</li> <li>AN commenced AMSPAR diploma for Practice Management</li> <li>Both Healthcare Assistants commenced Assistant Practitioner course</li> <li>5 Receptionists commenced AMSPAR working the NHS Level 2/3</li> </ul>		
7.	Failed to Attend figures for March and April	<p>Failed to Attend GP Appointments</p> <ul style="list-style-type: none"> <li>March 38 Pre-bookable 12 Priority Appointments</li> <li>April 22 Pre-bookable 10 Priority Appointments</li> </ul> <p>AN forwarded to members comparison over the 6 Months showing a decrease in failed to attend rates.</p>	<b>AN to continue placing failed to attend rates on notice-boards, Jayex board and website</b>	<b>On-going</b>
8.	GP Waiting Times	AN advised the PRG of the current waiting times which were much improved.	<b>AN to provide waiting time figures at next meeting over the previous 6 months.</b>	<b>July 14</b>
9.	<p>Avoiding Unplanned Admissions</p> <p>Over 75's</p> <p>GP Lists Sizes</p>	<p>RS explained to the group the work currently being undertaken to try and decrease the number of unplanned hospital admissions.</p> <p>Over 75's will receive a letter advising them of their named GP.</p> <p>The practice had recently employed a further GP in order to offer more pre-bookable appointments for the patients. List sizes currently being adjusted (advertised on notice boards, website and Jayex board.</p>	<b>Next update at July meeting</b>	<p><b>July 14</b></p> <p><b>June 14</b></p>
10.	Any other Business Health Centre Parking	PRG advised that some of the Health Centre Car Parks seemed to be used by non health centre visitors causing a difficulty for patients to park.	<b>AN to send an email to AJ Buildings Manager</b>	<b>21 May 14</b>

	<p>Café Hub</p> <p>Darwen Healthcare Newsletter</p>	<p>BA gave the group details of the Café Hub which provides support to those in recovery from substance misuse issues and advised that it provides social network and activities.</p> <p>AN asked the group for their comments on the first issue of the Darwen Healthcare Newsletter which gave information on prescriptions, pharmacy drop offs, PRG, GP Lists, Protected Learning Time dates.</p>	<p><b>PRG gave their approval.</b> <b>AN to forward to partners for comments.</b></p>	<p><b>May 14</b></p>
11.	Date and Time of Next Meeting	Monday 28 July 2014 at 5:30 – 7:00 pm Darwen Health Centre		