



**Darwen Healthcare**

*"Where your health matters"*

# Patient Participation Group



## Annual Report 2018 - 19

# Darwen Healthcare Patient Participation Group 2018-19



## **Tracy Jones Chair**

As Chair I am very active within the group and ensure that patients of all ages, gender and needs are registered with our practice are represented by the PPG



## **Barry Ashbolt Vice- Chair -**

I work in the Public Health Section of Blackburn with Darwen Council. I am very passionate about the prevention of illnesses, especially mental health and addiction were early intervention can often avoid a crisis



## **Sue Hill - Secretary**

I am Administrative Coordinator at the practice and worked at the practice for six years. My role includes assisting the GPs with patient referrals and allocation of home visits for patients. I attend the Bi monthly PPG Meetings to provide administrative support



**Caitlin Jones** - I am passionate about representing health issues from the youth perspective and actively arrange/support events encompassing the youth of our practice



**Christine Sharples** - I have been a patient of the Practice for over 20 years. I am a Registered Nurse with wide experience in Primary Care, Community Nursing Services & Public Health. I have recently worked with Cancer Research and passionately promote screening for early diagnosis



**Ian Townsend** - I was formerly a teacher & nurse, I have experience of working with health-related subjects, including 25 years as an independent complementary practitioner. I am interested in supporting positive mental health.



**Sheila Sadler** - I am a retired RGN and worked in Elderly Care in the private sector. I have many interests and enjoy working with the PPG



**Alan Pickup** - I have been a patient for over 30 years and was previously Operations Director for the Out of Hours Doctor Service. I am interested in the health of Family Carers & those with Learning Disability and/or Autism. I am currently Chair of Trustees of BwD Carers Service who provide support to unpaid Carers.



## **Ann Crook**

I am a mum of 3 sons, I am joint Manager of West Pennine Slings CIC. I am a Governor at the school my children attend. I have a special interest in I.B.D. having had Crohns Disease for 20 years



**Peter Labett** - My background is in NHS Personnel, I am the newest member of the PPG and look forward to working with the group in representing patients

**Carol Guys** - I worked in Social Services for 15 years and have been patient of the practice for over 30 years. I am interested in improving services for patients and welcomed the opportunity to join the PPG

## **Other members of the PPG include**

**Jackie Budge**

**Laura Geary**

**Ian Grimshaw**

**Karen Narramore**

**Wilf Halliwell**

**Pauline Marshall**

# *Message from the Chair of the PPG*

Well, what a wonderful 2018/2019 we had. The Darwen Healthcare PPG has grown so much over the last twelve months with new members arriving at nearly every Meeting we have together with a growing number of online Members joining us too. A lot of work has gone into promoting our PPG within the Practice - through Newsletters, our PPG Specific Notice board within our Practice and by word of mouth and the rewards for all that hard work is new Members joining us.

During the last twelve Months so much has occurred regarding new Members of Staff within our Practice, Prescriptions, Appointments etc. Then our PPG got involved in various campaigns regarding Flu Inoculations, Cervical Smears, Bowel Cancer, Mental Health, Homelessness, Loneliness, Veterans which all culminated in our Health Event being arranged in January 2019 and what a superb Event that was with various disciplines coming together to make the whole Event a great success and that came about from an idea raised at one of our PPG Meetings - proof, if needed, that the PPG Members are very active within the Darwen Healthcare Practice.

2019/2020 is going to be very active within our PPG with new challenges to get behind, working with other PPGs within our area, new outcomes to achieve etc - it's all going to be so exciting and I can't wait. As Chair of Darwen Healthcare PPG some might say I'm biased but I honestly can say that being a Member of our PPG has made me realise that there's so much as a PPG Member we can do to help our Practice in many ways on behalf of fellow Patients. Of course, one thing we will be looking for is more new Members so why not give it a go, come to one of our Meetings and see what we get up to and I can promise you will get Tea/Coffee and Biscuits (a necessity).

*Tracy Jones*

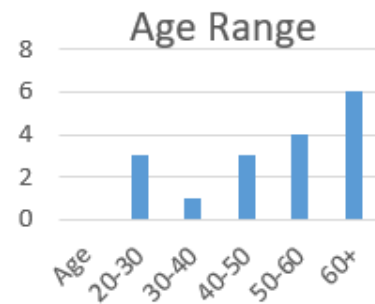
Chair Darwen Healthcare PPG

# Darwen Healthcare Patient Participation Group

## Group Profile

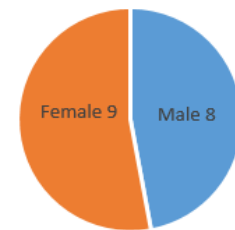
### Age

The age range of members is towards the older end and emphasises the need to recruit more in the 30-40 age group. This patient group may represent family members who have returned to employment after bringing up a family and may be infrequent service users



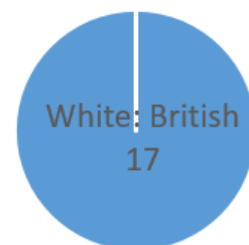
### Gender

The gender spread is quite even although a representation of the gender neutral or cross gender as not been asked of the membership to see if any identify with LGBT preference



### Ethnicity

The group all identify as White British and supports our efforts to recruit from the BME community



The PPG recognises the need to be inclusive and would welcome members of Ethnic Minorities, Hard to Reach Groups and others who would add diversity to our representation.

Meetings are held bi-monthly with ad-hoc meetings held when projects are being planned and delivered. The maximum commitment would not normally exceed 1 or 2 days per month, although there are opportunities to be involved in projects.

We are also interested in virtual members who can review proposals and take part in surveys without the need to attend meetings.

For further information please ask at reception or  
email:[susan.hill13@nhs.net](mailto:susan.hill13@nhs.net)

# Project Work undertaken by the PPG

## ELF DAY (FOR ALZHEIMERS) DECEMBER 2018

The Patient Participation Group worked with the Practice Staff to deliver a successful awareness and fund raising day for the Alzheimers Society

Thanks to the generosity of our patients and sponsors we had a very successful day raising over £400 to enable the Alzheimers Society to help sufferers and carry out research in to this disease that robs us of our cognitive senses

Darwen Healthcare  
Where your health matters

Darwen Healthcare & Patient Participation Group

### A Big Thank You

To everyone who supported our event we raised a whopping **£412**

In aid of the Alzheimer's ELF DAY Event

ELF DAY 2018

Special thanks to The Whitehall Hotel & Astley Bank for the grand raffle prizes

To all the Staff & Patient Group that made it a success  
The BwD Carers Service & Erin's Place for their support  
But especially you, our patients, for your donations

DARWEN PRIMARY CARE NEIGHBOURHOOD

### Healthy Darwen 2019

MAKE THE CHANGE TO A HEALTHIER YOU

**Free Admission**  
**The Whitehall Hotel**  
Ross Street, Darwen, BB3 2JU

find ways to improve your health and stay fit

Cookery Demo by Chef Mike Harrison *Chef to Go*  
Children's entertainment by Peter Dean Magician

Healthy Eating on a Budget  
Health Advice  
Introduction to Yoga for better health

Tasting Sessions  
Voluntary Sector stalls

**Saturday 26th January 10 - 4 pm**

Free Shuttle Bus by Travel Assist from Croft Street (outside of Darwen Town Hall) Tel 01254 773765 to book a seat

## HEALTHY DARWEN EVENT JANUARY 2019 WHITEHALL HOTEL, DARWEN

The group proposed the idea of a Health Event day and helped deliver what was a fantastic gathering of a health, social and charity services available in Darwen covering all four GP Practices to make this a well presented and received event

## PPG helped to promote Cervical Smear Awareness Week Jan 2019

Fantastic achievement 53 patients attended an appointment during the awareness week compared with 33 patients in the January awareness week last year.

**That's an extra 33% attendance**

**Remember this test may save your life!**

## Cervical Cancer Prevention Week 2019 January 21st to 27th

Cervical cancer can be prevented. We will be holding dedicated clinics during the week and evening sessions for those unable to make it during the day on:

Monday 21 January &  
Wednesday 23 January  
5.30 - 8:00 pm



CERVICAL CANCER AWARENESS

Please ring 01254 226691 option 3 to book your appointment or online with



Please do not miss this opportunity - It could save your life



Jo's cervical cancer trust  
jostrust.org.uk

# Keeping Patients advised of Services

The PPG plays a big part in the Practice Newsletter that is sent out electronically each quarter to patients who have subscribed and a copy is placed on the notice board across from reception. We encourage all patients to subscribe to keep in the know with changes directly affecting the practice and those pertaining to the wider NHS and Social Care. They also raise awareness of screening and immunisation to prevent illness or detect symptoms early to give a better chance of treatment

The group also produced the Darwen Primary Care Neighbourhood guide covering services available in Darwen this can be downloaded at [healthydarwen.com](http://healthydarwen.com)



Darwen Health Centre  
James Street West, Darwen BB3 1PY  
Tel: 01254 226691  
Fax No: 01254 226689  
Email: [darwen.healthcare@nhs.uk](mailto:darwen.healthcare@nhs.uk)

## Darwen Healthcare NEWSLETTER

SPRING / SUMMER 2018

**What inside this issue**

- Meet the PPG
- A Day in the Life of...
- Welcome to New Staff
- Homeless Project
- The cost of missed appointments
- Online Access
- Prescription Update
- The Ahead Project
- Duty of Candour
- Focus on Learning Disability
- Are you a Carer?
- Care Navigator
- Working with the Job Centre
- Treatment Room Services
- Dental Care
- Focus on SEPSIS

**Let's Spring into Summer with a healthier outlook**

Despite the recent snow brought by "The Beast from the East" and the winds of "Hurricane Emma" Spring is definitely slipping through, with daytime becoming longer. Now is the time to shake off the cobwebs and think about improving your health and well-being by being more active and understanding the benefits of a balanced diet.

Maria Slater our Assistant Practitioner has teamed up with Rutheash to promote being active through an "Easy Walk" scheme for both young and old, you can find more info on Page 3. Why not come and join us at a pace to suit you.

Do you provide unpaid care for a relative of friend? Do you know someone who has a learning disability? We have information in this issue and how you can get support through the practice and local organisations, please see inside for more info.

Sadly we once again have the statistics of people failing to attend appointments and what this means to other patients and the cost to the practice, please consider these facts and figures and contact the practice if you cannot attend your appointment.

Please visit [www.darwenhealthcare.co.uk](http://www.darwenhealthcare.co.uk) to find out more

## DARWEN PRIMARY CARE NEIGHBOURHOOD



## Your free guide to health and wellbeing services in Darwen



NEWSLETTER  
Darwen Healthcare  
*"Where your health matters"*

Autumn / Winter 2018

**In this issue**

Focus on Immunisation

Information on opportunities that can help with problems affecting your health

More information on our Patient Participation Group

Meet Simon our new Paramedic Practitioner member of staff

**Are you ready for the winter chill?**

With all the sunshine we have had this year (and the promise of an "Indian Summer"), it is hard to believe that winter will soon follow!

If you are eligible for flu vaccination, now is the time to make that appointment for your immunisation - don't wait until the flu strikes!

It is also the time to make sure you are stocked up on simple over-the-counter medication like paracetamol which can not only help with pain relief but bring down temperature caused by simple viral coughs and colds. Also cough syrups and simple linctus can relieve congestion.

This is especially important if you have young children in the household, because their distress is your worry.

Find us on  Web: [www.darwenhealthcare.co.uk](http://www.darwenhealthcare.co.uk)



NEWSLETTER  
Darwen Healthcare  
*"Where your health matters"*

Winter 2018 / Spring 2019

**In this issue**

111 DAY

Focus on Screening

Managing your COPD

Self Care

Care Navigation

myGP app for mobile devices

On online access to your care record

Over Use of Antibiotics

**What's on your wish list**

No matter what we wish for good health is always near the top. There are always going to be those unfortunate to have problems not of their own making and hope for their recovery is high on everyone's Christmas list.

But looking after ourselves is the best present from me to me. Don't miss out on screening and immunisation, they can help avoid misery and in some cases save your life, see the article inside to make sure you are taking full advantage of the services offered.

Don't forget friends and neighbours who may be alone during this period, a simple chat or offer of a meal can make a big difference to their lives.

Remember "All things in moderation" can make your celebrations so much better as you will feel well enough to enjoy them

**Merry Christmas & a Healthy New Year**

Find us on  Web: [www.darwenhealthcare.co.uk](http://www.darwenhealthcare.co.uk)



NEWSLETTER  
Darwen Healthcare  
*"Where your health matters"*

Spring / Summer 2019

**What's in this issue**

- Farewells and Hello
- Primary Care Neighbourhoods
- Healthy Darwen
- Patient Participation Group
- Getting help to improve your wellbeing
- Social Event at the Rooms
- Care Navigation
- Pharmacy Prescribing Pilot
- Extended Access to GP Services

Once again nature is slipping off its winter coat and we are seeing flowers peaking through and changing the landscape. We are fortunate in Darwen to be surrounded by stunning countryside with walking distance, not to mention Sunnyhurst Woods and Road Venture Park.

Research is proving that even short periods of exercise can be beneficial to our health, so why not take a walk with friends or come along and join us in our weekly easy walk, which will be starting again soon, so watch our website or look out for notices appearing in the practice.

If you watch TV or read Newspapers you cannot have missed talk of the NHS Long Term Plan 2019, the main goal of which is to help us live longer and in better health. This focus will be on prevention and improving our wellbeing before we need medical or hospital intervention. We will be keeping you informed on what is happening within Darwen, the Borough and Pennine Lancashire.

Inside this issue we will be explaining how the Primary Care Neighbourhoods and Networks will work to deliver Integrated Care combining Health, Social and Voluntary Services. We will also give you more information on Healthy Darwen 2019, which will be promoting these services in events during the year and on [healthydarwen.com](http://healthydarwen.com)

Find us on  Web: [www.darwenhealthcare.co.uk](http://www.darwenhealthcare.co.uk)

You can download copies of the latest Darwen Healthcare Newsletters at <http://www.darwenhealthcare.co.uk/website/P81051/files/newsletter.pdf>

## Darwen Healthcare PPG Survey May 2018

The Patient Participation Group carried out our annual survey in May 2018. Patients had the chance to interact with PPG members and find out more about their role in the Practice. As a result of the survey we would like to share with you actions that have resulted from the feedback provided

You said	We Did	Actions On-going
Increase the number of telephone consultation appointments	We have increased the amount and reception know what can be booked into them	
Information when being referred to the hospital for tests	All patients are now given a leaflet explaining what the process is once you have been referred to a specialist for test/investigations	
Training to be provided for Receptionists to increase their knowledge of Dementia and Mental Health	Online Training has been provided for all reception and has been completed	Face to face training also to be source to complement the online training
Reduce the amount of patients who failed to attend their booked appointments.	Telephone Calls or letters are sent to patients who do not attend and the practice policy is followed and patients are at risk of being removed from the practice list if they continue to miss appointments	
Provide an alternative option other than ringing in for blood results.		The practice is going to introduce an option of obtaining on line through patient access or Mygp.
A leaflet explaining about the care navigator process	A simplified leaflet has been developed and is available at the reception or online.	
Provide early morning and late afternoon or early evening appointments	Nurse Appointments commence at 8 am and 8.30 for some GP Appointments. We now have extended hours on both Monday and Wednesday Evening.	

The PPG will be carrying out the 2019 Survey in May this year, please help by taking the time to complete the survey and the opportunity to ask the PPG member more about our work with the Practice



# Darwen Healthcare

*"Where your health matters"*

On behalf of the practice I would like to thank the PPG for their continued support and help in promoting services, both in the practice and the wider community health & social care providers.

Together we have accomplished some fabulous achievements over the past year and I look forward to working with and seeing the PPG develop its role further in 2019-2020.

*Ann Neville*

Business Manager  
Darwen Healthcare

