

Darwen Healthcare Patient Reference Group
Monday 25 July 2017 @ 5:30 -7:00 pm

Present: Ann Neville, Practice Manager (AN)
 Susan Hill , Administrative Co-ordinator (SH)
 Julia Mullaney (JM)
 Dr Hussain (QH)
 Tracy (TJ)
 Caitlin (CJ)
 Ian (IG)
 Pauline (PM)
 Alan (AP)
 Kelly (KL)
 Jacki (JB)
 Barry (BA)
 Karen (KN)

Apologies: Tania (TL)
 Wilf (WH)
 Jennifer (JP)
 Ian (IT)

No	Item	Content	Action	Deadline
1.	Welcome and Introduction	Ann Neville welcomed everyone to the meeting and introduced KN (New Member)		
2.	Apologies	Apologies received as above		
3.	Minutes of the last meeting	Agreed as an accurate record		
4.	Introduction to New GP Dr Hussain	Dr Hussain gave a brief introduction of his background and AN advised that he would be commencing a 8 Session GP Post 1 August 17. Patient list was now open.	N/A	

	Update from Julia Mullaney	JM gave an update of her role explaining briefly that frailty was a big part of it as was Cancer and Palliative Registers and the work connected with Home Visiting.	N/A	
5.	AHEAD Project	AN gave a brief update in relation to the AHEAD Project – 69 males previously invited had been contacted with 64 attending reviews. Discussed advertising in terms of posters and possible beer mats etc., advertising in barber shops. 2 nd quarter audit due 31 August 2017.	Practice currently looking at promotion in terms of posters etc. Update at the September PPG Meeting	30 September 17 18 September 17
6.	Group Consultations	AN explained that the practice was looking to put together some group consultations for patients with pre-diabetes, cholesterol etc. Groups would be in sets of 10 patients with initially an administrator and a clinician. The hope would be patients would become engaged and improve their health.	To Commence End September 17	
7.	Flu Immunisation Clinic Planning	Dates for the Flu Immunisation Clinics set at Saturday 16 and 23 September 17 09:00 -11:30 Tuesday 19 and 26 September 17 17:00 – 19:00 After school clinics planned Housebound Patients and Nursing Home Patients to be immunised week commencing 12 September 17.	PPG Members who wish to assist to advise their availability	01 September 17
8.	Summer Newsletter covering July – September 17	The Summer Newsletter was due to be circulated 2 August and the draft copy had been sent put for comments and input. AN discussed all areas of the newsletter in particular discussing the failed to attend rates and how the practice was robust in following the failed the attend policy and sadly patients were at risk if repeatedly failing to attend appointments.	Newsletter agreed and for circulation 2 August 17.	KC to place on website and copies at reception.

		<p>The group also discussed the recent GP Patient Survey and discussed how pleasing it was with only three areas outside of the national average: Seeing preferred GP – Three GPs have been off but now back in practice. GPs can often spend longer with patients than the standard 10 Minutes depend on the reason for the appointment.</p>		
9	Practice Survey initiated by PRG Members	<p>AN advised that the annual patient survey was overdue and the group agreed to assist with the creation of a shorter survey questionnaire with key questions relating to booking of appointments, prescription issue, knowledge of staff. Questionnaire to be completed this week with PRG agreeing the content.</p> <p>Mammograms discussed advising that the current uptake was 83% and the mobile Breast Screening Unit would be at the health centre until October. A couple of patients mentioned how difficult the access to the unit could be if a patient had mobility issues and wondered if there was any option for a ramp etc. One patient had, had to have the mammogram at Burnley as unable to access the unit.</p>	AN to email the Breast Screening Unit	30 July 17
10	Any Other Business Emails to Prescription Email Account	<p>A couple of members asked if the prescription staff could reply to an email if there was a query rather than the patient having to contact the reception staff.</p>	AN to advise Prescription Team	25 July 17
	Home Visit Requests	<p>AN asked the members for their views on individuals who may require a home visit and that have dogs at</p>	AN to place a note on the website	25 July 17

	Sustainable Transformation Form	<p>home and whether they would be offended if the they were asked to put the dogs away on another room until the visit has taken place. All advised that they would expect that.</p> <p>This was discussed and it was felt that the CCGs needed to consider other means of providing information other than on social media as not everyone does not have access to social media.</p>	AN to email CCG with the PPG request	25 July 17
9.	Date and Time of Next Meeting.	Monday 18 September 2017 at 5:30 -7 :00 pm		