

Darwen Healthcare Patient Participation Group Meeting
Monday 21 September 2015
5:30 – 7:00 pm

Present: Ann Neville, Practice Manager (**AN**)
Susan Hill, Medical Secretary (**SH**)
Tracy (**TJ**)
Kelly (**KL**)
Dee (**DA**)
Ian (**IT**)
Ian (**IG**)
Pauline (**PM**)
Wilf (**WH**)

Apologies: Caitlan (**CJ**)
Ian (**IT**)
Barry (**BA**)
Jackie (**JB**)
Tania (**TL**)

No	Item	Content	Action	Deadline
1.	Welcome and Introduction	Ann Neville welcomed everyone to the group and for taking time out to attend.		
2.	Apologies	Apologies received from CJ IT BA JB TL	N/A	
3.	Minutes of the last meeting	Agreed as an accurate record		
4.	Introduction Dr Karen Hogarth Sr Debbie Yates	AN invited Dr Hogarth and Debbie Yates (ANP) to the meeting and they told the group a little about their past and present work experience. Dr Hogarth is our salaried GP who is completing 4 sessions per week. Debbie Yates is completing 9 Sessions per week regularly completing priority clinics and minor surgery.		

5.	<p>Failed to Attend Rates</p> <p>Patient waiting times for pre-bookable GP appointments.</p>	<p>During the month of July 63 patients failed to attend pre-bookable appointments with their named GP and 13 failed to attend priority on the day appointments.</p> <p>During the month of August 39 patients failed to attend pre-bookable appointments with their named GP and 10 failed to attend priority on the day appointments.</p> <p>AN reported that waiting time for patients to see their named GP was once again remained stable indicating that the practice was meeting patient demand. Waiting times varied between 3 and 10 days with two GPs (10 days as they were currently on annual leave).</p>	<p>AN to display on website and jayex board.</p>	<p>On-going</p>
6.	<p>Waiting Room Health Monitor</p>	<p>AN thanked the members who helped at the Blood Pressure Awareness Day in August. 75 patients were encouraged to use the Health Monitor. Photos taken will be placed on the website in due course.</p> <p>The practice hoped that patients continued to use the monitor.</p>	<p>Practice to purchase health monitor no longer on trial</p>	<p>October 15</p>
7.	<p>Patient Feedback and Friends and Family Test</p>	<p>AN reported that patient feedback was remaining very positive however there had been a complaint about the prescription telephone line only being available from 10:00 -12:00 and 2:00 -4:00pm.</p> <p>AN explained the reason for the opening times and agreed to create a newsletter about this as information for our patients.</p>	<p>Update at the next meeting</p>	<p>16 November 15</p>
8.	<p>Flu Clinic Saturday 3 October 15</p>	<p>AN advised that the booking of the Saturday Morning Clinic was going really well. 10 Clinicians would be working. AN asked if anyone could help to direct patients would be grateful. Volunteers at some of the other clinics had forwarded their details to AN.</p>	<p>Update at the next meeting</p>	<p>16 November 15</p>

9.	Smoking Cessation Clinics	AN advised that the practice was looking at a clinic being held at the practice.	AN to contact Smoking Cessation	September 15
10.	PRG/CCG Update	IG updated the group about a recent meeting and asked whether the practice offered longer appointments for carers and at times that suited. AN explained that the practice would try to offer suitable appointments and understood that carers may have a difficulty in attending at certain times and would action as appropriate.		
11.	Prime Ministers Challenge – Primary Care Access	AN updated the group with progress up to date. There has been a difficulty on some days with GP cover in Darwen Health Centre between the hours of 4:00-8:00 pm. Reception staff had been trained. The group asked AN to keep them informed of developments.	Update the PRG at the next meeting	November 15
12.	Treatment Room	A few PRG Members were unhappy with the waiting times for medical treatment in the treatment room , and a lack of admin staff answering the phone and AN agreed to forward their comments onto the Treatment Room Manager.	AN to forward complaint to Treatment Room Manager	September 15
13.	Any Other Business	The group discussed the next patient survey and areas for questions such as prescription process and patient satisfaction.	AN to forward a draft of the questionnaire for the next meeting.	November 15
14.	Date and Time of Next Meeting	Monday 16 November 2015 5:30 pm -7:00 pm AGM		