

Darwen Healthcare Patient Participation Group Meeting
Monday 18 May 2015
5:30 – 7:00 pm

Present: Ann Neville, Practice Manager (**AN**)
Susan Hill, Medical Secretary (**SH**)
Tracy (**TJ**)
Barry (**BA**)
Ian (**IG**)
Pauline (**PM**)

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

No	Item	Content	Action	Deadline
1.	Welcome and Introduction	Ann Neville welcomed everyone to the group and introduced Joe Slater, Chair BwD CCG. AN was concerned that several members who normally attend were not present and now wondered whether some members had not received the Agenda and associated paperwork which had been sent out to all members 11 May 15. One member attended but didn't receive the agenda. AN confirmed that the agenda had been sent to all members and would check with other members.		
2.	Apologies	Apologies received from CJ,JB,TL,IT.	N/A	
3.	Minutes of the last meeting	Agreed as an accurate record		
4.	Joe Slater, Chair, BwD CCG	JS gave an overview of his role and the work that had been completed during his term and current work being completed such as workforce development, Dr First scheme, GP unit based At 4 sites across BwD.		

	Patient Reference Group Newsletter	<p>He described that the role is due to be advertised shortly and 2-3 members expressed an interest in the role. Within the discussion the group asked whether our practice had problems filling clinical vacancies. AN explained that the practice had been able to recruit but was aware how difficult it is to fill vacancies.</p> <p>AN asked if the group had any suggestions for the next newsletter. AN asked for feedback on setting up a virtual email group to feedback information to enhance feedback from the face to face PRG Meeting. The group agreed that it was a great idea.</p> <p>Patient Survey to be completed as part of the Quality and Access Improvement Plan.</p>	PRG Newsletter to be completed and placed on practice website	26 May 15
5.	Failed to Attend Rates/Iplato Text Messaging	<p>AN reported that during March 71 patients failed to attend preference appointments with their named GP and 25 patients failed to attend an on the day appointment, during April 46 patients failed to attend their preference appointment with their named GP and 17 patients failed to attend an on the day appointment. It is felt that the Iplato text messaging service is now starting to work and will be monitored closely.</p>	AN to update the group at the end of the month with failed to attend rates.	1 April 15
	GP waiting times for preference Appointments	<p>AN reported the waiting times for availability for pre-booked appointments with named GPs. Currently between 2-8 days. AN talked about the adjustments being made to the Nursing Appointments i.e. Monday apts from 8am to 8pm Tuesday apts from 8am to 6pm</p>	AN to look at ways of reducing the waiting time further and feedback at next meeting	20 July 15

		Wednesday apts from 8am to 6pm Thursday apts from 8am to 5.30pm Friday apts from 8am to 6pm		
6.	PRG Improvement Plan 2015-2016	AN asked the group if there were any areas that they wanted to target for improvement. Areas suggested were around young patients, Mental Health, Diabetes, Respiratory and Dementia and suggestion of patient education sessions discussed and agreed as a great idea. AN explained that these would also feed into plans that were currently being made particularly around Diabetes, Respiratory and Mental Health. The group also discussed in depth the Inspire service (Alcohol and Substance Misuse) that comes under CRI and now has a base in Darwen and the work that is completed. A member gave praise to the GPs within the practice who listened carefully to its patients and offered help when needed.	AN/SH to work with members of the group to arrange a programme and advertise accordingly	20 July 15
	Diabetes Leaflet/Care Plan	The group felt that the leaflet was very informative but felt that the leaflet should emphasise a little more about the complications of diabetes which can impact on some professions.	AN speak to the Nursing Team to see if a couple areas could be made a little more stronger.	26 May 15
7.	Patient Feedback	Patient Feedback received was extremely positive and more information would be provided to the group at the next meeting following the completion of the 2015 survey.	Update at next meeting	20 July 15
8.	MDT, Integrated Care Team, Citizens Advice	AN reported to the group that the practice held a monthly MDT Meeting which discussed patients who were at risk of admission to hospital and within the MDT were members of the integrated care team such as District Nurses, Community Matrons, Social Services and Mental Health. AN also advised that	AN to feedback once set up	20 July 15

		the locality was looking to provide a Citizens Advice session regularly within the health centre.		
9.	Practice Achievements	<p>AN reported her delight that three receptionist had passed the Medical Terminology AMSPAR course.</p> <p>Healthcare Assistant was progressing with the Assistant Practitioners Course.</p> <p>Practice Manager had passed the Finance Section of the AMSPAR Management Diploma and is now completing a Business Case/</p>	AN update at the next meeting	18 May 15
10.	Any other Business	TJ asked the practice if decisions had been made around the dress code of the Nursing Team. AN advised that the Dress Code Policy had been ratified and that the nursing team were now wearing appropriate footwear.		
11.	Date and Time of Next Meeting	Monday 20 July 2015 5:30 pm -7:00 pm		