

Darwen Healthcare Patient Participation Group Meeting
Monday 20 July 2015
5:30 – 7:00 pm

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

Apologies: Caitlan (**CJ**)
Shirley (**SH**)

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 SH	N/A	
3.	Minutes of the last meeting	Agreed as an accurate record		
4.	PRG Newsletter (3 per year)	AN had sent out the draft version of the second newsletter, content agreed.	AN to place on website and copy a supply for the reception and waiting room	31 July 15
5.	Failed to Attend Rates	During the month of May 46 patients failed to attend pre-bookable appointments with their named GP and 20 failed to attend priority on the day appointments. During the month of June 43 patients failed to attend pre-bookable appointments with their named GP and 5 failed to attend priority on the day appointments.	AN to display on website and jayex board.	31 July 15

	Patient waiting times for pre-bookable GP appointments.	AN reported that waiting time for patients to see their named GP were remaining quite stable indicating that the practice was meeting patient demand. Waiting times varied between 3 and 5 days with three GPs (2 weeks as they were currently on annual leave).		
6.	Update from IG (CCG/PRG Meeting)	N/A		
7.	Patient Feedback and Friends and Family Test	AN reported that patient feedback was remaining very positive. Patients still sending in praise which will be added to the Practice Praise Folder and used as CQC evidence when the practice receives it's inspection.	Update at the next meeting	21 September 15
8.	Waiting Room Health Monitor	AN reported that the practice had secured a Health Monitor for a 4 week trial commencing week commencing 3 August 15. The Health Monitor will record BP, Weight, Height, BMI and can also record smoking and alcohol unit intake. Reception staff to direct patients and people registering with the practice to use the monitor. The nursing team have recently completed intensive diabetes training.	Update at the next meeting	21 September 15
9.	Practice Achievements	AN reported her delight that three receptionists had passed the third part of their AMSPAR course receiving a distinction grade. Healthcare Assistant were doing well on her Assistant Practitioners Course. 2 Medical secretaries received distinction for the Medical Terminology Level 3.	AN update at the next meeting	18 May 15
10.	Prime Ministers Challenge – Primary Care Access	AN updated the group with progress up to date. Additional GP appointments were being allocated to each GP practice within Darwen and would take place in Darwen Health Centre between the hours of 4:00-8:00 pm commencing August	Details will be advertised in due course.	August 15

11.	<p>Any Other Business Care.data</p> <p>Practice Recruitment</p> <p>Darwen Health Centre Treatment Room</p> <p>Darwen Health Centre Patient Car Park</p> <p>GP Access</p>	<p>AN gave the group a progress update. Advised that front line staff had received training on frequently asked questions and opt out coding. The practice has created a file for staff to use as a reference guide. Letters to patients should be sent in September.</p> <p>AN advised the group that Dr Hogarth, Registrar has been recruited as a salaried GP as from 10 August 15. Sue Hill had been recruited to Administrative Co-Ordinator and Kim Cunningham had been recruited to Corporate/Governance Administrator,</p> <p>WH asked whether there was anything that the practice could regarding the problems being incurred by some patients booking appointments and the difficulty being faced in contacting the treatment room. AN acknowledged that she had received some concerns and would feedback this information to the Partners.</p> <p>TJ reported that a staff member form our practice had been seen on more than one occasion parking in the patients car park.</p> <p>AN reported to the group about patient access and how the process would work.</p>	<p>AN feedback to PM</p> <p>AN to address with practice staff</p> <p>AN to update at the next meeting</p>	<p>31 July 15</p> <p>24 July 15</p> <p>21 September 15</p>
11.	Date and Time of Next Meeting	Monday 21 September 2015 5:30 pm -7:00 pm		