

**Darwen Healthcare Patient Reference Group**  
**Monday 13 March 2017 @ 5:30 -7:00 pm**

**Present:** Ann Neville, Practice Manager (**AN**)  
 Susan Hill , Administrative Co-ordinator (**SH**)  
 Tracey Davey, Medical Receptionist (**TD**)  
 Tracy (**TJ**)  
 Ian (IT)  
 Ian (**IG**)  
 Wilf (**WH**)  
 Jackie (**JB**)  
 Pauline (**PM**)  
 Alan (**AP**)  
 Kelly (**KL**)  
 Jennifer (**JP**)

**Apologies:** Caitlan (**CJ**)  
 Tania (**TL**)  
 Dee (**DA**)  
 Barry (**BA**)

No	Item	Content	Action	Deadline
1.	Welcome and Introduction	Ann Neville welcomed everyone to the meeting and all were introduced to the new member (JP)		
2.	Apologies	Apologies received as above		
3.	Minutes of the last meeting	Agreed as an accurate record		
4.	Practice Manager Overview Failed to Attend January	Update: GP Preference Appointments = 68 GP Priority Appointments = 33	<b>Continue to follow the Failed to attend policy</b>	<b>On-going</b>

	February	GP Preference Appointments = 46 GP Priority Appointments = 23		
	Pre-bookable GP Waiting Times	2-9 Days	.	
5.	Health and Well-being Clinic  Alison Abbott, Health and Well-being	A clinic is now being held within the practice every Friday afternoon 1:00 -5:00 pm. Practice staff can refer patients to the clinic.  Alison gave an overview of the health and wellbeing service to the group and how referrals are completed. One member of the group expressed a wish to complete a program and report back to the group.	<b>TJ to book an appointment to see the Health Trainer</b>	<b>17 March 2017</b>
6.	Loneliness Questionnaire	Currently being analysed	<b>AN to email the PRG once complete</b>	<b>March 2017</b>
7.	PMCF Spoke Appointments  Queens Initiative Fund “Improving the uptake of Men attending appointments for chronic disease”  Trainee Counsellor  Pre-Diabetes/Diabetes Final Report Improvement Plan	The practice will host the appointments as from April 17 will the clinical sessions run from 5:00 – 9:00 pm  Requests for appointments will be clinically triaged by a GP  TD gave an overview that the practice was successful in its bid for some funding for the AHEAD Project – improving the uptake of men attending Health Checks and Chronic Disease Reviews. Appointments currently booked for the first two clinics.  Charlotte is still completing a Wednesday afternoon clinic with patients referred by GPs  The final report for the practice improvement plan has been submitted to CCG and has been accepted and well received. Amazing result show our Pre-Diabetic Register rising from 74 to 494 in 2 years.	<b>Rota of staff covering has been completed</b>  <b>Tuesday and Thursday Clinics 5:30 -7:15 pm</b>  <b>Feedback placed on the Spring Newsletter</b>  <b>Education provided by practice Healthcare Assistants – with a plan to provide some group consultations.</b>	<b>On-going</b>  <b>On-going</b>  <b>March 2017</b>  <b>On-going</b>

8.	<p>Any Other Business</p> <p>24 HR BP Treatment Room</p> <p>Cardio ECG Tape</p> <p>Learning Disability Meetings</p> <p>Carers, Over 75 Checks, Shingles Immunisations</p> <p>Quarterly Newsletter- Spring 17</p>	<p>Update requested on treatment room services in particularly for patients requiring a 24 Hour BP. AN advised that the concerns raised had been forwarded to LCFT and that the practice was hoping to purchase a practice machine.</p> <p>Member asked whether the practice completed cardiology tape fittings. SH advised the process surrounding referrals to Dr Ninan's Cardiology Clinic and the current waiting time was May 2017.</p> <p>AP briefly discussed the subject of Learning Disability Meetings and that a meeting had been planned for 29 March 17.</p> <p>It was mentioned that carers service leaflets were not given to patients when attending annual reviews.</p> <p>Annual Health Checks offered to patients over the age of 75</p> <p>AN explained how, what and who NHS Health Checks are delivered.</p> <p>Draft of newsletter completed</p>	<p><b>AN contacted Treatment Services</b></p> <p><b>Update at the next PRG Meeting</b></p> <p><b>AN to send reminder to Nursing Team Staff</b></p> <p><b>Posters placed on noticeboards</b></p> <p><b>AN to email draft out to PRG members for feedback and comments</b></p>	<p><b>March 2017</b></p> <p><b>12 May 17</b></p> <p><b>14 March 17</b></p> <p><b>March 17</b></p> <p><b>March 17</b></p>
9.	Date and Time of Next Meeting.	Monday 15 May 2017 at 5:30 -7 :00 pm		