

Darwen Healthcare Patient Reference Group
Monday 30 January 2017
5:30 – 7:00 pm

Present: Ann Neville, Practice Manager (**AN**)
Susan Hill , Administrative Co-ordinator (**SH**)
Jill Holden. Medical Receptionist (**JH**)
Tracey Davey, Medical Receptionist (**TD**)
Tracy (**TJ**)
Ian (**IT**)
Ian (**IG**)
Barry (**BA**)
Jackie (**JB**)

Apologies: Caitlan (**CJ**)
Tania (**TL**)
Wilf (**WH**)
Dee (**DA**)
Kelly (**KL**)
Alan (**AP**)

No	Item	Content	Action	Deadline
1.	Welcome and Introduction	Ann Neville welcomed everyone to the meeting.		
2.	Apologies	Apologies received as above		
3.	Minutes of the last meeting	Agreed as an accurate record		
	Matters Arising	Loneliness questionnaire discussed copies to be given to patients when appropriate.	Practice/PRG to complete the survey and report findings at the next PRG	March 17
	Prescription Ordering Changes	AN reported that the ordering process seemed more streamlined, less queries from patients and pharmacists. Discussed Electronic Prescribing Service (EPS) and advised this was an area that the practice was promoting. GMS Contract advises that	AN/PRG to develop a newsletter on promoting prescriptions	February 17

	Prescription Staff	<p>the practice needs to have 80% of repeat prescriptions on EPS, ordering is safe and there is a clear audit trail and prescriptions can't get lost as they are directly sent to the pharmacist.</p> <p>Team working together with SW acting as an admin lead. Funding may be available for an in-house pharmacist and a plan is in place to acquire. Would streamline the prescription process further and lessen the GP Workload</p>	AN to provide an update at the next PRG	March 17
4.	<p>Practice Manager Overview Failed to Attends November</p> <p>December</p> <p>Waiting times for GP Appointments</p>	<p>Update:</p> <p>GP Preference Appointments = 54 (0.08%) GP Priority Appointments = 34 (0.07%)</p> <p>GP Preference Appointments = 45 (0.08%) GP Priority Appointments = 33 (0.07%)</p> <p>The group discussed a way of promoting the number of appointments that are attended and just listing the amount not attending but also what the cost of that is to the practice. Hospital Trusts are also now highlighting the cost of failed to attend appointments.</p> <p>Waiting Times for Pre-bookable appointments with own GP range from 5 – 10 days with on the day urgent apts available. The appointments will be amended over the coming weeks to allocate slightly more pre-bookable appointments.</p>	<p>Continue to follow the Failed to attend policy</p> <p>Promote via Jayex Board, Website, Newsletter.</p>	<p>On-going</p> <p>On-going</p>
5.	Health and Well-being Clinic	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 Abbott from Health and Well Being to come to the next meeting.	March 17

	Counsellor	Charlotte is still completing a Wednesday afternoon clinic with patients referred by GPs	AN to provide update at the next meeting.	March 17
	PMCF Spoke Appointments	The practice will host the appointments as from April 17 will the clinical sessions run from 5:00 – 9:00 pm.	Update at the next PRG Meeting	March 17
	Queens Initiative Fund “Improving the uptake of Men attending appointments for chronic disease”	The practice has created a plan for the project and has got through to the interview stage. DY (ANP) will present the project in London 21 January 17.	AN to update following the interview	February 17
6.	Clinical Audit/Improvement Plans	The group discussed the work within the practice linked with Diabetes, Pre-Diabetes and COPD and AN advised that additional training had been provided particularly in relation to Diabetes and Pre-Diabetes. One member had already provided feedback on his consultation with a Health Care Assistant who highly rated the knowledge of the individual.	Final reports being produced on the 2015-2017 Diabetes and Respiratory Plans	February 17
7.	Flu Immunisation Clinics	Great uptake – highest for the past few years. Great uptake – childrens flu immunisation		
8.	Any Other Business www.orchacom Facebook	BA discussed with the group about Orcha which provides a critical evaluation of Health and Care Apps. It is being looked at by a number of organisations and BA showed the group how the Apps are rated on the Orcha website The group felt that it would be great for the practice to have a Facebook Account solely for the purpose of providing information relating to patient health and self-help and services provided by the practice and within Blackburn with Darwen.	AN to discuss at the Partners Meeting and report back to the PRG	February 17
9.	Date and Time of Next Meeting.	Monday 13 March 2017 at 5:30 -7 :00 pm	Amended Date	