

Darwen Healthcare Patient Participation Group Meeting
Monday 26 January 2015
5:30 – 7:00 pm

Present: Ann Neville, Practice Manager (**AN**)
Susan Hill, Medical Secretary (**SH**)
Dr Dalton, GP Partner (**CD**)
Nikki Butterworth, Healthcare Assistant (**NK**)
Joanne Bates, Carers Service (**JB**)
Tracy (**TJ**)
Kelly (**KL**)
Dee (**DA**)
Barry (**BA**)
Ian (**IT**)
Ian (**IG**)
Pauline (**PM**)
Jackie (**JB**)
Wilf (**WH**)

Apologies: Caitlan (**CJ**)
Heather (**HH**)

No	Item	Content	Action	Deadline
1.	Welcome and Introduction	Ann Neville welcomed everyone to the group and thanked the members for taking time out to attend.		
2.	Apologies	Apologies received from HH CJ	N/A	
3.	Minutes of the last meeting	Agreed as an accurate record		
4.	Carers Service	JB from the Carers Service in Blackburn gave an in depth presentation on the work currently being carried out within the Carers Service including activities, help, advice etc. Leaflets and packs were handed out.	JB to forward an electronic referral form to SH for GPs to complete where appropriate	27 Jan 15

		Questions were raised around benefits, activities and fund raising and JB answered accordingly. Any questions around personal issues were asked to be brought to the carer's service directly.		
5.	Practice Newsletter	AN asked if any members required any changes to be made to the newsletter. AN advised that TL (Student) would be completing the artwork for the newsletter.	TL to type up newsletter	4 March 15
6.	Avoiding Unplanned Admissions Scheme	SH advised that the practice had completed the care register with over 199 patients having care plans in place. One patient had a recent hospital admission and by taking the care plan with them allowed the hospital team to have required information to hand and commence treatment in a streamlined approach.		
7.	Extended Hours	AN advised that the recruitment of an Advanced Nurse Practitioner would enable the practice to offer additional appointments in extended hours on a Monday evening.	To be advertised in the February Newsletter	6 February 15
8.	Failed to attend rates for GP Appointments. Waiting Times for Preference GP Appointments	85 GP Preference Appointments 20 GP Priority Appointments Waiting times to see named GP are currently between 2.5 Weeks and 4 days (this takes into account GPs who have just returned from annual leave). The recruitment of Advanced Nurse Practitioner should bring down waiting times further. AN looks the demand and capacity of appointments weekly and adjusts accordingly. Telephone consultations becoming more popular.	Raise patient awareness by placing on our website, noticeboards and LED screen	6 February 15
9.	GP Patient Survey and Friends and Family Test	AN read out the contents of the received feedback which would be uploaded to NHS England.		

10.	Emis Web Online Prescriptions/Apts	Online booking to commence 16 February 15		
11.	Any Other Business Footwear of members of Nursing Team Posters advertising which area to go for different symptoms: Dry January	Feedback received on footwear worn by some staff within nursing team. Discussion around when to go to: GP, Hospital, Pharmacy etc Posters to be placed on noticeboards and website BA advised the group around the success of Dry January and thanked the practice for displaying information and placing on the website.	AN advised that the feedback would be given at nursing team meeting. Same campaign to run later in the year. The practice to display information again.	February 15 October 2015
12.	Date and Time of Next Meeting	Monday 16 March 2014 5:30 pm -7:00 pm		