

Darwen Healthcare Patient Participation Group Meeting
Monday 16 March 2015
5:30 – 7:00 pm

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

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

No	Item	Content	Action	Deadline
1.	Welcome and Introduction	Ann Neville welcomed everyone to the group and introduced new members SH and TL for taking time out to attend. AN gave a brief update on Terms of Reference for the meeting.		
2.	Apologies	Apologies received from HH CJ JB	N/A	
3.	Minutes of the last meeting	Agreed as an accurate record		
4.	Patient Access	AN gave an update to the group that the online Patient Access was now up and running and reported that there had been a huge response from patients in	AN to update the group at the next meeting	18 May 15

	Patient Reference Newsletter	<p>requesting registration for the service. AN advised that the practice had placed 20% of its pre bookable appointments online and this was in line with other practices within the area and also in line with the patient survey carried out.</p> <p>New member TL had kindly put together the first Patient Reference Newsletter. The newsletter was agreed with a few minor changes including the wording about the ultrasound service and the addition of Travel Assist. (Note on bottom advising the colour version could be downloaded from our website)</p>	TL/AN to amend the newsletter accordingly and place on website and in waiting room.	18 March 15
5.	Failed to Attend Rates/Iplato Text Messaging	<p>AN reported that during February 86 patients failed to attend preference appointments with their named GP and 20 patients failed to attend an on the day appointment. From 2 March the practice had signed up for Iplato text messaging whereby a text reminder would be sent to patients who had pre-booked appointments with their named GP allowing them the option of simply texting back "CANCEL" if the appointment was no longer needed. The feedback had shown that in the first two weeks over 50 appointments were cancelled by this method. AN had started sending our letters to patients who were repeatedly failing to attend appointments. Any patients who do not want to receive text messages can "opt out".(The text messaging service had been used previously but had ceased when our clinical system was changed).</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	AN reported the waiting times for availability for pre-booked appointments with named GPs. Currently between 2-7 days with one GP waiting times at just over two weeks (mainly due to leave and reduced session).	AN to look at ways of reducing the waiting time further	30 April 15
6.	Patient Reference Group End of Year Report for Area Team Improvement Ideas for 2015-2016	AN went through the end of year report produced with help from TJ, chair. The report included demographic information along with details of the three improvement plans which had been quite successful with the help of our group. Updated actions agreed. The group agreed for the sign off of the report. AN asked the group if they had any realistic ideas for the coming year. Suggestions around improving access for child immunisations and services for young people. Information also required around partially sighted people and ideas for putting links on website for local initiatives.	AN to forward to Area Team Members to send any suggestions of improvement ideas to susan.hill13@nhs.net	17 March 15 30 April 15
7.	Nursing Team Appointments and Booking	AN reported that there had been some issues around the inviting in and booking of nurse patient appointments. The practice had moved to inviting patients in the month of their birthday and knew that it would take the practice 18 months to bring all patients in line with this process. Patient feedback was good in that appointments in the birthday month was easy to remember. An administrator had been taken on to streamline the process.	Update at next meeting	18 May 15
8.	Locality Meetings	AN reported that the practice had locality meetings where the 6 Darwen GP practices met and asked whether a representative from the group would meet with representatives from the other practices around sharing good practice and one would meet at the	AN to feedback once set up	30 April 15

		locality meeting to share good practice.		
9.	Practice Achievements	<p>AN reported her delight that three receptionist had passed the first part of their AMSPAR course.</p> <p>Healthcare Assistants were doing well on their Assistant Practitioners Course.</p> <p>2 Medical secretaries had signed up for the AMSPAR Medical Secretary course</p>	AN update at the next meeting	18 May 15
10.	Any other Business Nurse Dress Code	<p>BA updated the group on the changes to the Substance Misuse Service and the possibility of being available within Darwen.</p> <p>TJ asked the practice if decisions had been made around the dress code of the Nursing Team. PM/AN advised that a policy was being developed for the whole of the practice and would be launched before the next meeting.</p>	<p>BA to forward details to AN to share</p> <p>Dress Code policy to be developed and launched.</p>	<p>March 15</p> <p>April 15</p>
11.	Date and Time of Next Meeting	Monday 18 May 2014 5:30 pm -7:00 pm		