Darwen Healthcare Patient Participation Group Monday 16th May 2022 5:30 – 6:30 pm

Name	Position	Int	Attended
Barry Ashbolt	Chair	BA	У
Ann Crook	Vice Chair	AC	у
Alan Pickup	Secretary	AP	у
Ian Townsend	Member	IT	У
Karen Narramore	Member	KN	У
Christine Sharples	Member	CS	У
Carol Guy	Member	CG	Α
Jessica Mottershaw	Member	JM	Α
Brian Taylor	Member	BT	Α

Name	Position	Int	Attended
Ann Neville	Practice Manager	AN	Α
Nicola Wright	Quality Lead	NW	Υ
Kim Cunningham	Operations Lead	KC	Α
Susan Taylor	Patient Engagement	ST	Υ

Please Note meetings will be recorded and deleted after minutes are confirmed				
No	Item	Content	Action	Deadline
1.	Welcome - Chair			
2.	Apologies - Sec	Brian Taylor, Ann Neville, Carol Guy, Jessica Mottershaw		
3.	Minutes of the last meeting - Chair	Accepted		
4.	Practice Update – Sue Taylor	The Practice update was circulated prior to the meeting and Susan Taylor ran through the points on Behalf of Ann. She advised that the new phone lines are due to be commissioned early June. AC asked if there could be a separate option for requesting blood results, this will be fed back to Craig Robertson who is leading on the project. She advised that the Palliative Project run by Dr Slack has ben well received and whilst it is about preparing for end of life it is also helping those with life limiting illnesses continue to stay healthy as long a possible.		
5.	PPG Survey	Nicola confirmed that the Survey Monkey questionnaire is now ready to send out. It was discussed about using social media, but was pointed out that this could attract non registered patients replying.		

6.	Flu Clinics & Covid	65% of all eligible patients for the Spring Booster have been vaccinated, nursing homes are the main outliers.	
7.	Practice information Handbook	A start has been made of the Patient Handbook, previously circulated for comment, this will carry on until the new phone system is commissioned and final details can be confirmed. A spoken version for those with sight problems is being considered and will be followed up once the updated version is released	
8.	Online Booking treatment flowchart	A diagrammatic flowchart for the web page explaining the correct place for treatment had been circulated and the group confirmed that this was easy to follow. This will now be sent to clinicians for sign off on the medical aspects	
9.	Future Meetings	It was agreed that for the time being virtual meetings where the most convenient, but we could look at hybrid meeting with those that wanted attending the Health centre and others virtually.	
10.	АОВ	No further business	
11.	Date of Next Meeting	18 th July 2022 5:30pm	

Date	Meeting
15/11/2021	PPG Meeting
17/01/2022	PPG Meeting
14/03/2022	PPG Meeting
16/05/2022	PPG Meeting
18/07/2022	PPG Meeting
19/09/2022	PPG Meeting
21/11/2022	PPG Meeting & AGM

PRACTICE UPDATE: PPG MEETING

The practice is continuing to assess the demand versus capacity. The list size has grown significantly

over the past month and is of today 13,119 a further increase of 44 since the last meeting.

GP Sessions remain at 55 sessions however are looking to potential recruit a further 5 session GP

from September 22. The practice pharmacist commences in post Thursday 12 May 22.

The Chronic Disease recall has commenced in the month of their birthday.

Additional nurse appointments are going online for booking by patients for their B12, Zoladex, Dep.

SCREENING AND IMMUNISATION:

We have recommenced a recall process for Cervical Screening, Childhood Immunisations and

Vaccinations.

In terms of Bowel Screening we continued to promote this and remain above the national target.

65% of patients have received their Springtime Booster and we just have Birchall Care Home left to

target.

STEROID INJECTIONS CLINIC:

Dr Ninan has been completing injections where needed due to some of the lengthy waits for MSK.

Dr Hussain is going to complete a 1 day course and then will also complete so we have business

continuity.

FUTURE RECRUITMENT:

The PCN Pharmacist commences in post on Thursday 12 May 22.

SUPPORTIVE AND PALLIATIVE CLINICS:

Dr Slack is continuing with the development of the clinics and feedback is really going quite well.

CLINICAL ACTIVITY

December 21: 2929

599 Video Calls

1162 Telephone Calls

1165 Face to Face Apts

January 22: 3146 642 Video Calls 1186 Tel Calla 1318 Face to Face AptS February 22: 2606 430 Video Calls

1063 Tel Calla

1113 Face to Face Apts

March 22: 3211

375 Video Calls

911 Tel Calla

1925 Face to Face Apts

April 22: 3079

294 Video Calls

820 Tel Calla

1965 Face to Face Apts