

Darwen Healthcare Patient Participation Group Monday 28th March 2022 5:30 – 6:30 pm

Name	Position	Int	Attended
Barry Ashbolt	Chair	BA	y
Ann Crook	Vice Chair	AC	y
Alan Pickup	Secretary	AP	y
Ian Townsend	Member	IT	a
Karen Narramore	Member	KN	a
Christine Sharples	Member	CS	y
Carol Guy	Member	CG	y
Attended = y Apologies = a			

Name	Position	Int	Attended
Ann Neville	Practice Manager	AN	y
Nicola Wright	Quality Lead	NW	a
Kim Cunningham	Operations Lead	KC	a
Dr Qashuf Hussain	GP Partner	DR H	a
Susan Taylor	Patient Engagement Lead	ST	y
Practice Members standing apology unless attending			

No	Item	Content	Action	Deadline
1.	Welcome - Chair	Barry Opened the meeting and welcomed everyone		
2.	Apologies - Sec	Karen Narramore, Ian Townsend		
3.	Minutes of the last meeting - Chair	The minutes of the previous meeting on 17 th January accepted as a true record		
4.	Practice Update – Ann Neville	Previously circulated (copy attached) Ann advised that the practice had been extremely busy with the roll out of the 4 th Covid Booster, Anew telephony system has been purchased to allow patients to opt for a ring back if in a long cue		
5.	Flu Clinics & Covid	4th Booster clinic has been rolled out. Ann advised that the covid clinics had meant annual health checks had been delayed and they are trying to implement the review falling in line with the patient’s annual birthday asap.		

6.	Future Meetings	It was discussed whether future meetings could return to face to face as Ann had new member requests who did not use online technology. The group were reticent with the recent increase in covid infection and the risk to members who are immuno-supressed. It was agreed the next meeting would be over teams		
7.	Working with other PPGs.	The consensus of the group was willingness to work on projects, but to defer any contact at the present time until Covid allowed projects to proceed.		
8.	BwD Alcohol Strategy	Barry advised that the Strategy had now been passed by the Executive Team and was available on the BwD Website	Barry to forward a copy of the report for circulation and details of the link to the website	Barry
9.	PPG Survey	Ann advised that the Annual survey of questions raised by the PPG is due for circulation. She was keen to have Safeguarding of Children and Vulnerable Adults included in the questions. Discussion followed: Would people know what safe guarding is and it would have to have a non-applicable option. It was also noted that the questions of previous surveys need to be included to measure improvement or dissatisfaction on previous years. Brian asked that questions should be added about other services in the Health centre, especially the poor performance of the Treatment Room. The worry was this could reflect on the practice when results are published. Treatment Room to be discussed further. Ann asked if a Friends and Family type question could be added to see if patients would recommend the practice to others.	Alan to draft a set of questions and circulate for comment	Alan
10	Tuesdays Meeting Notes	Tuesday meetings would be stood down as demands on time prevented continuing them. It will be raised again later in the year how we can engage more with those unable to attend the eventing meetings due to various commitments		
11	AOB	Ann highlighted that she had listened to recordings of some of the contact with patients and felt that reflective discussions and training should be put in place for anyone taking direct calls from patients. She also mentioned that there were issues with prescription request not being completed as requested and this would form part of the review. Ann asked if PPG members	Ann to send details when complete	Ann

		would be willing to help in role playing scenarios for staff training and most agreed subject to availability. There being no further items the meeting closed at 6:30pm		
12	Date of Next Meeting	16 th May 2022		

Date	Meeting
16/05/2022	PPG Meeting
18/07/2022	PPG Meeting
19/09/2022	PPG Meeting
21/11/2022	PPG Meeting & AGM