

## Darwen Healthcare Patient Participation Group Monday 16<sup>th</sup> May 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	y
Karen Narramore	Member	KN	y
Christine Sharples	Member	CS	y
Carol Guy	Member	CG	A
Jessica Mottershaw	Member	JM	A
Brian Taylor	Member	BT	A

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

Please Note meetings will be recorded and deleted after minutes are confirmed				
No	Item	Content	Action	Deadline
1.	<b>Welcome - Chair</b>			
2.	<b>Apologies - Sec</b>	Brian Taylor, Ann Neville, Carol Guy, Jessica Mottershaw		
3.	<b>Minutes of the last meeting - Chair</b>	Accepted		
4.	<b>Practice Update – Sue Taylor</b>	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.	<b>PPG Survey</b>	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.	<b>Flu Clinics &amp; Covid</b>	65% of all eligible patients for the Spring Booster have been vaccinated, nursing homes are the main outliers.		
7.	<b>Practice information Handbook</b>	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.	<b>Online Booking treatment flowchart</b>	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.	<b>Future Meetings</b>	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.	<b>AOB</b>	No further business		
11.	<b>Date of Next Meeting</b>	18 <sup>th</sup> 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



**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