



## Darwen Healthcare Patient Participation Group AGM & Meeting Minutes

### Tuesday 28<sup>th</sup> October 2025 5:30 – 6:30 pm

Name	Position	Int	Attended
Barry Ashbolt	Chair	BA	y
Anne Crook	Vice Chair	AC	y
Alan Pickup	Secretary	AP	y
Karen Narramore	Member	KN	A
Christine Sharples	Member	CS	y
Carol Guy	Member	CG	y
Brian Taylor	Member	BT	Y
Anne Watson	Member	AW	A
Janet Bowker-Bull	Member	JB	n

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

No	Item	Content	Action	Deadline
AGM 1	<b>AGM</b>	Alan Pickup Hon Sec welcomed everyone and advised that the AGM was early this year due to meetings being moved. There were no requests nomination other than Barry and Anne Crook agreed to stand again as Chair & vice Chair, CS seconded the proposal and they were elected for another year. AP agreed to continue as Hon Secretary. The AGM closed at 5:40pm		
1	<b>Welcome - Chair</b>	Barry welcomed everyone to the meeting		
2	<b>Apologies - Sec</b>	As noted above		
3	<b>Minutes of the last meeting - Chair</b>	Minutes of the June 2025 meeting had previously been circulated and agreed as a true record		

4	<b>Actions arising from the minutes</b>	<b>Hospital Discharge and handover to GP Services – Still to be reviewed</b>	<b>Review a hospital discharge leaflet to make things clearer</b>	<b>30 Nov 25</b>
5	<b>Practice Update - AN</b>	Practice Update see below	<b>Attached with Minutes</b>	<b>N/A</b>
6	<b>Website</b>	AN advised that the current contract is in place until 2026 and notice period is 3 months if changing to another website. Practice to discuss December 25.	<b>AN to meet with GP Partners</b>	<b>31 Dec 25</b>
7	<b>Practice Newsletter</b>	The Practice newsletter had been published for reading on line and the numbers of views had steadily grown and now stand at 1974. Feedback from patients is that it is very informative and well received, especially the “day in the life” sections giving insight to the roles of the team. A Winter Newsletter is planned for early December and hoped that two more team profiles would be included	<b>AN &amp; AP to finalise</b>	<b>15 Nov 25</b>
8	<b>PPG Recruitment</b>	To ensure longevity of the group the PPG need to recruit another 4-5 members from patients group not represented i.e. under 21 and 35, Various options discussed including target specific groups e.g. baby clinics, different types of member virtual, reading panel to be looked at.	<b>AN to discuss in practice and update the PPG</b>	<b>30 Nov 25</b>
9	<b>Any Other Business</b>	Annual PPG get together December	<b>AP to requests PPG availability</b>	<b>15 Nov 25</b>
10	<b>Date and Time of Next Meeting</b>	Meetings to be on the 4 <sup>th</sup> Monday of the month, next 27 <sup>th</sup> January location\Teams to be advised. No meetings in July/August because of holidays.	<b>AN booked room in Health Centre</b>	<b>27 Jan 26</b>

Dates updated	Meeting
27 <sup>th</sup> January 2026	PPG Meeting
24 <sup>th</sup> March 2026	PPG Meeting
26 <sup>th</sup> May 2026	PPG Meeting
22 <sup>nd</sup> September 2026	PPG Meeting
24 <sup>th</sup> November 2026	PPG Meeting & AGM

## **Practice Update for PPG Meeting : 25 October 25**

### **Flu and Covid Vaccination Program:**

Very busy in practice. Concentrating this month on our Flu and Covid Vaccination program. Currently we have delivered the vaccinations to the Nursing/Care Homes we were allocated and our Domiciliary Home Visits for vaccinations is in progress.

2223 vaccinations have been provided to the Over 65, 18-64 and children 6mths to 16 Years.

Promotion of child flu vaccinations: the nursing team dressing up in Halloween outfits during the Half Term Period. Very successful completed 27 during the 1.5 hour clinic. Video completed and shared with Immunisation Team as best practice.

### **RSV Vaccination Program:**

We're still continuing to do the RSV vaccinations for the over 75's and have completed 520 since the program was introduced.

### **Registered Patient List Size:**

List size currently just over 14,600 and is steadily increasing month by month.

Staffing aligned currently with a list size of 15,500.

### **PPG Patient Satisfaction Survey June 2025:**

Excellent completion rates of the survey received 1317 replies with very positive results. Results are very comparable with the National GP Patient survey.

Free text comments were collated and completion of a "You said, We did" poster.

**Comments re Call Back option** on Surgery Connect (the cloud based telephony system used) – uncertainty from patients worrying if the system works. Advertise again in the next newsletter. The offer sets in once 7 patients are waiting in the queue. BT one of the PPG Patients advised he had used the system was number 20 in the queue and very surprised how quickly he was telephoned back. CS had also used and found it very effective.

**Comments re Appointment Options:**

Patients like the multi-option of appointments i.e. Face to Face, Video, Telephone and e-consultations understanding that not all queries needed a face to face appointment. It was interesting that over 60% of patients still preferred to telephone the practice for their appointment rather than e-consultation.

**Promotion of E-consultations :**

The practice plans to promote the use of E-Consultations for requesting advice, appointments and admin queries. Currently we receive around 500 request per month but would like to extend this further.

**Pilot of Thursday Morning Triage:**

Results of the pilot are currently being collated add to the next newsletter.

**Practice Phlebotomy Clinics:**

Clinics going well but very bust and currently have slots protected for urgent bloods but routine bloods over a week wait.

**CQC Quality Statements:**

Practice Team currently collating evidence to the 34 statements.

**Practice Newsletter:****Newsletter dates for 25/26**

Winter Newsletter Week Commencing 08 December 25

Christmas Greetings Week Commencing Monday 15 December 25

Spring Newsletter Week Commencing Monday 02 March 2026

Summer Newsletter Week Commencing Monday 29 June 2026

Autumn Newsletter Week Commencing Monday 05 October 2026

Winter Newsletter Week Commencing Monday 07 December 2025