**PATIENT PARTICIPATION GROUP**

**MINUTS OF THE MEETING HELD 24th APRIL 2023**

The meting was held in the Pembroke Town Council Chamber by kind invitation of Dennis as he would soon be ending his year as Mayor of Pembroke.

Dennis opened the meeting and thanked everyone for attending. Everyone introduced themselves prior to the meeting commencing.

**Attendees:** Lucie (Health Board) Judith Scourfield, Dr Bhari, Rose Blackmore, Maria Williams. Dennis Evans, Kay Macken, Kevin (VC Gallery representative}

**Apologies:** Steven and awaiting Justine and Victoria

1. Accept the minutes of the meeting held 20th March2023

**2.** A. **Health Board update:** Lucie apologised for not having attended recent meetings and explained that due to shortages in the Trust she was now covering 2 posts. She went on to explain how cluster groups were being developed and that the Manager of this project was Laura Lloyd-Davies. An all Wales model has been developed and is a multidisciplinary group consisting of, GPs, Dentists, Mental Health Teams, Pharmacists who now meet regularly and share good practice methods of working collaboratively.

Kevin explained that he works with the VC Gallery which was developed by Barry John to offer assistance and therapies, initially set up for ex service men and women but now serves to support the community. Judith has been liaising with him and had invited him to come to the meeting. Dr Bhari added that he had been in communication with Carmarthenshire GPs and felt that the link with the VC Gallery could be an important contact for offering support to patients who would benefit. There are also a drug and alcohol workers within the team.

Jo. the patient’s champion was now in contact with the VC Gallery and Lucie had also had some links with it and said that the Health Board had also funded some projects.

Rose had spoken to Kevin about a possible dedicated phone line that could be available for those who may need support. Judith explained that dedicated lines were difficult to develop as there are so many different groups to consider who would all like a dedicated line.

Dennis suggested that Kevin be asked to join the PPG. He accepted and was welcomed.

Dr Bhari explained that no show for appointments were still an area of concern but he was not able to give exact numbers and reasons for this, but it is still being monitored.

B. Grove School: Dr Bhari continues to be contact with local schools. He has given a presentation to 90 Year 5 children about the brain and is due to extend the presentation to Henry Tudor School 12 year olds soon, he is waiting confirmation. This will also be offered to other local schools. Also, First Aid for 6 year olds is going to be developed. Rose asked if this could be delivered by St John’s Ambulance, but Dr Bhari felt that it was important to use these as a way of engaging with the community.

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E Prescriptions: Dr Bhari explained that any new contracts in the future, practices will be expected to incorporate E Prescriptions into their core work. Argyle Group is already providing E Prescriptions but are still signing on average 300 per day which can take aprox: 1 and half hours. Many have to be checked off before they can be signed so adds to the time daily.

**4. Practice update:** Much of this had already been covered. Judith stated that complaints were still coming in but felt that even so the moral seemed to be improving. The practice remains extremely busy and they were pleased to say that a new locum was to start, Keri Smith is newly qualified and will support the surgery 2 days pe week.

The pharmacy next door to the practice (Lloyds) had been experiencing difficulties and was due to be taken over by Mendus Pharmacy Group. Lucie said that several the staff had left due to customers being abusive.

3 Practice nurses were available to treat minor ailments, this was a success. And that if necessary, could ensure a GP consultation.

Other practices operate a lunch break system but Argyle does not do this.

The minutes were adopted, and further discussion took place.

Mr Dyer was no longer communicating with the surgery as Judith and Dennis had net him and explained how the surgery operates. They also informed him that his negativity would cause irretrievable damage to the surgery and the local community.

Kevin asked why there were part time GPs and Dr Bhari explained that years ago there were many more male GPs than female GPs but now there were a large number of female GPs but many only wanted to work part time so that their work/life balance could suit their needs. Also, there had in the past been a history of surgeries providing 24 hour services but this became unsustainable and in 2004 it was decided that a co-operative approach to 24 hour cover would be developed.

Lucie explained all the projects that were being developed by the Health Board, also how the Custer groups were developing. £400, 000 had been made available to support local needs. Argyle had benefitted from this and has a band 7 physio in post who works 5 days a week. A respiratory project was being developed to support patients who have severe respiratory conditions following COVID. Another project is going on within the 52 schools in Pembrokeshire, there will be an Asthma champion who will educate and support children who have Asthma, how to manage their inhalers, also they hope to educate families regarding smoking and the importance of good diet.

There are many other projects being discussed and developed in the Pembrokeshire area and Lucie would take Kay’s email address and send on the current information to share with the PPG.

Dennis asked if Lucie felt that the PPG was of benefit to the Health Board and she stated that South Pembrokeshire was made up of Surgeries at Tenby, Saundersfoot, Narberth, Milford, Neyland and Pembroke Dock but it is only Argyle St Surgery of Pembroke Dock which has a PPG and she felt very proud of what goes on in this group.

A discussion took place regarding how to attract a more people from different backgrounds and younger ages to join the group. Kevin said that it was planned that the VC Gallery would have an information table in the waiting room of the surgery, Dennis asked if it may be possible for the PPG to share this opportunity, Kevin felt this would be possible and would discuss with Dennis. Then the PPG would look at further recruitment, numbers, future times of meetings etc that are required for future of the group.

Kevin stated that he had felt welcomed to the group and that he had learned a great deal which helped him understand how the practice worked and the challenges they face. He offered the VC Gallery as a venue if needed.

Victoria and Justine had not managed to attend this meeting.

Next meeting 03-07-2023 at Argyle St Practice at 5pm

Dennis thanked all for attending and closed the meeting.

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