

PATIENT PARTICIPATION GROUP (ARGYLE PRACTICE)
MINUTES OF MEETING HELD ON MONDAY, 30 January 2017

Attendees: Dennis Evans (Chair), Alex Jones (Practice Manager), Jane McNaughton, Rose Blackburn, Lucie Jane Whelan (Health Board, Jenny Nicholas, Tony Wales and Helen Heaton (Cluster Worker, Healthy Lifestyle Worker), Margaret Rourke Narberth PPG guest.

Apologies: Chris Taylor, Maureen Sutton, Chris Jones (CHC), Eva Laugharne,

To accept the minutes of meeting held on November 14, 2016. Minutes approved.

Matters Arising:

- (a) Update on Violent Patient Procedures – Receptionist and telephonist team leaders have a set procedure. Telephonist will call for lead telephonist to deal with it. (keep on agenda)
- (b) PPG Funding – Run through Service Improvement Team: information will be emailed to D.E. then sent to members. (keep on agenda)
- (c) Update on afternoon surgery closures - Staff levels heading in the negative direction. The surgery lost the Locum that was temporary. 1 doctor decided to go to Out of Hours. Two nurse PR actioners; 1 was on six-month contract and other went to different surgery. No change at moment to get replacements. (keep on agenda)
- (d) Report from comms visit – It was good to see telephonist handling calls as they came in. It would be beneficial for those that missed out to arrange to do so.

Common Ailment Service – roll out (AJ)

This service allows commercial pharmacist to diagnose and treat ailments with free prescriptions. Pembroke, Pembroke Dock and Neyland will roll out from February onwards. PPG to help with roll out. Press Launch – LHB, surgery, local pharmacy and PPG to plan how to communicate issue. Angela - Community Pharmacy Health Board.

Healthy Lifestyle – update from Helen Heaton

This is a self-referred clinic. To make an appointment Helen should be contacted directly. Workplace health checks also being done.

Health Promotion Days – any ideas give to Alex to pass on to Helen. The PPG can help with these days like we did for McMillian Nurses and Carers Day. (keep on agenda)

Lucie Jane Whelan (keep cluster on agenda)

Date of next meeting : April 3rd. at 5pm in the surgery

