

PATIENT PARTICIPATION GROUP

MINUTES OF MEETING HELD ON WEDNESDAY JULY 1ST. 2015

ATTENDEES :

Dennis Evans (Chair), Rose Blackburn, Juliet Goldsworthy (Practice Manager), Hayley Blyth (Health Board), Chris Taylor, Eric Mathias, Chris Jones (CHC).

Chair welcomed to the meeting – Anthony Lorton (MacMillan Cancer Information & Support Co-ordinator) and Owen Duggan (MacMillan Welfare Benefits Officer).

APOLOGIES :

Maureen Sutton, Margaret Murton, Jane McNaughton, Eva Laugharne, Dr. Bury.

Chair opened the meeting by asking Anthony and Owen to explain to the Group how they deliver MacMillan services out of Withybush Hospital. They explained that -

- There are now Information Co-ordinator and a Benefits Officer in each of the three areas of the Hywel Dda Health Board area.
- Office in Withybush relocated to the entrance lobby of the hospital
- The number of patients vary from day to day.
- Office is managed by volunteers some of who are ex nurses
- Volunteers give out information and not advice
- All requests for grants are mean tested
- Grants requested to purchase a washing machine, travel expenses and even a wig
- Refferalls made from the CDU unit, Nurse specialist and from home visits

Chair explained that the Group were looking to run another campaign and thought that getting involved with MacMillan would be a very useful contribution to the patients at Argyle St. and would also help to raise the profile of the services that MacMillan were offering at Withybush.

Anthony suggested that it might be an idea to run a campaign at around the time of the MacMillan World's Biggest Coffee Morning which is held in September.

ACTION : Agenda item for the Group's next meeting – (Chair)

Accept Minutes :

The minutes of the meeting held on April 14th. 2015 were accepted as a true and accurate account of the meeting.

Matters Arising :

1. Using Neyland to gain appointments at Pembroke. JG explained that she had looked into the issue and decided that it was not a matter for concern but would ask the receptionists to monitor future requests.
2. Health Board meetings at Tenby and Haverfordwest. Chair gave a brief report on the meetings and gave the opinion that the format may need to be looked at for the next round of meetings. The number of the public attending the meetings was low which was disappointing.
3. Social Media. This topic was discussed but the general feeling of the committee was one of general disinterest. JG informed the committee that the new computer system might be a starting point for the introduction to social media activities.

Forward Booking Appointments and NO Shows :

JG informed the meeting that the new computer system could be utilised to flag up persistent "No shows". If this was an agreed option, letters could be generated and sent out to the offenders. CT suggested that a much tougher line should be taken to the extent that if someone misses two appointments then they should be removed from the patient list.

Choose Well Campaign :

Chair thanked Jane and Eva for entering all the data into the system despite encountering a number of problems. JG printed off copies of the results for committee members to peruse and at the end of the document added some of the survey findings.

ACTION : JG to formulate all the results in readiness for the findings to be sent to the Health Board and the CHC.

PPG Area Meetings :

Chair informed the committee that both JG and DE had given brief presentations to members about the Choose Well Campaign.

HB informed members that Flu Injections and Waste medicines were discussed.

Surgery Development Plan :

Chair had included the PPG response to the plan so that committee members were made aware of the contents of the document and why the practice required it.

Date for next meeting :

Wednesday 9th. September 2015