

## **PATIENT PARTICIPATION GROUP**

### **MINUTES FROM MEETING HELD ON JUNE 4<sup>TH</sup> 2013 AT THE ARGYLE STREET SURGERY**

**Attendees** : Tessa Hodgson, Rose Blackburn, Maureen Molyneux, Juliet Goldsworthy, Dennis Evans, Owen Cox, Alison Lee, Haley Blyth.

**Apologies** : Carolyn Fortune, Ashley Warlow, Tony Wales, Richard Bury

#### **1.Appointment of Officers :**

Both Tessa Hodgson and Dennis Evans expressed an interest in becoming Chair of the group. After a brief discussion a compromise was suggested that each person take the positions of Chair and Secretary on a six month rotation. This was agreed by both parties.

**Chair** : Tessa Hodgson

**Secretary** : Dennis Evans

#### **2. Confirmation of Terms of Reference :**

General discussion took place and the following issues were identified :

- (a) Should the name of the group be changed? Members were asked to think of a suitable title ready for the next meeting.
- (b) DE queried signing the Confidentiality Agreement. OC clarified that this referred to the possibility of group members seeing patient information. JG to send copy of the form to group members.
- (c) Co-option process : It was agreed to let the group "settle in" before implementing the co-option process.
- (d) Agreed that it was important for the group to focus on only one or two issues at a time.

#### **3. Action Plan:**

The Chair led discussions on the Action Plan. The following points were noted :

The telephone appointment system was discussed and although changes had been made there still seemed to be problems. DE suggested that if the system was improved the number of complaints would fall dramatically. It was agreed that this would remain high on the agenda.

- (a) New phone system – spec completed, Tenders to be sent out during summer, however date not yet confirmed.

- (b) TH asked if the DNA's was an actual problem. After discussion it was agreed that this was not a high agenda issue.
- (c) Walk ins – JG led a discussion on a survey that was carried out in April and May. There were 63 walk ins and of that number 62 were given appointments on that day. Reasons given ranged from .... No credit on phone (12), suddenly ill (12), could not book an appointment using telephone system (13) JG agreed that this walk-in facility would be rolled out to the three sites in the practice.
- (d) Blood test results – JG issued copies of the “slip” that explains when a patient can expect to hear about the results of their blood tests.
- (e) Discussion on the practice using My Health on Line. JG informed the meeting that they were considering using this for nursing appointments.

### Any Other Business (AOB)

1. OC suggested that the group would benefit from seeing how the practice works on a daily basis. He suggested that the group would be able to get a better understanding of the day to day running problems. Members thought that this was a very good idea. Need to develop how this can be achieved Chair and JG to discuss.
2. MM informed the group that she had encouraged patients in Neyland to phone in for appointments after 11am. However many of them failed to get appointments. JG informed the group that there were appointments available on most days but that they might not be in the right location. MM suggested that paying the cost of the bridge and lack of transport was a major problem in Neyland.

Date of next meeting : Wednesday 4<sup>th</sup>. September 2013 at Argyle Street – 4pm start.

### GROUP MEMBERS

NAME	POSITION	REPRESENTING BODY
Tessa Hodgson	Chair	County Councillor (Lamphey)
Dennis Evans	Secretary	Pembroke Town Council
Rose Blackburn		Pembroke Town Council
Alison Lee	County Councillor	Pembroke Dock Town Council
Carolyn Fortune		Pembroke Dock Town Council
Maureen Molyneux	Mayor	Neyland Town Council
Tony Wales	Chair	Community Health Council
Ashley Warlow	Chief Officer	Community Health Council
Juliet Goldsworthy	Practice Manager	Argyle Medical Group
Owen Cox	GP	Argyle Medical Group
Richard Bury	GP	Argyle Medical Group
Haley Blyth		Hywel Dda Health Board

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