

## **PATIENT PARTICIPATION GROUP**

### **ARGYLE STREET PRACTICE**

#### **MINUTES OF MEETING HELD ON SEPTEMBER 4<sup>TH</sup>. 2013**

##### **ATTENDEES :**

Alison Lee, Juliet Goldsworthy, Maureen Molyneux, Ashley Warlow, Tony Wales, Rose Blackburn, Tessa Hodgson, Dennis Evans, Haley Blyth, Doctor Bury.

##### **APOLOGIES :**

Carolyn Fortune

##### **MINUTES :**

The minutes of the last meeting were accepted as a true and accurate record of the meeting.

##### **MATTERS ARISING :**

1. JG – Confidentiality Forms to be completed and returned as soon as possible.
2. TH – asked for minutes of last meeting and all future meetings to be placed on the PPG page of the Surgery web site. JG confirmed that she would ensure that this action was carried out.

##### **MEETING PROTOCOL :**

After a brief discussion, it was unanimously agreed that all PPG meetings would be conducted in a professional manner with questions and comments directed through the Chair. This would ensure that the business of the day would be carried out as timely as possible.

##### **PATIENT INVOLVEMENT :**

DE gave a report on the appointment survey that he carried out on behalf of the Group stating that the results of the survey could be used to inform patients as to how the appointment system works. MM said that she would like to do a similar survey at the Neyland surgery, MM to liaise with JG to arrange details.

JG informed the meeting of a new rapid access system for appointments with nurse practitioners and she also stated that Argyle Street was now a training practice.

PPG meeting – JG to provide information relating to the next PPG meeting at St. Thomas Haverfordwest. Members felt it would be worth while attending to observe how they run their meetings and how patients are involved.

Web Site – Discussion took place as to what information should be down loaded onto the website, - It was agreed that meeting agendas and minutes would be made available.

Argyle Practice:

Discussions took place to arrange how committee members could learn more about how the practice is run on a daily basis. JG to look at possible dates when this could happen.

PPG's in Hywl Dda Area :

HB to liaise with other PPG's in the Hywel Dda area with a view to arranging a meeting to share ideas and best practice.

Discussions took place on a number of issues :

1. Walk in appointments – Web site states that “walk in “ appointments are not permissible
2. On line appointments – JG informed the meeting that “no progress” had been made on this issue
3. No shows –still a concern
4. Nurse Practitioners – merit of using them – better use of time and resources
5. Complaints Box – concerns were expressed at this suggestion
6. Notice Boards – when and who will be installing – all three surgeries?

Date for next meeting : December 4<sup>th</sup>. at Argyle Surgery at 4pm.