**Patient Participation Group Argyle St Surgery**

**Minutes of Meeting Held 20.05.2024**

The meeting was held at Argyle St Surgery

Present: Dennis Evans, Judith Scourfield, Kay Macken, Victoria Clare, Maria Williams ( Town Mayor) Rose Blackburn

Apologies: Sarah Scourfield, Lucie-Jane Whealan. Dr Bhari( popped in to apologise for not attending)

Chairman Dennis Evans congratulated Maria on her becoming Pembroke Dock Mayor and wished her well in her coming year in office.

Dennis asked if we could adopt the minutes of the last meeting. Maria wished to point out that at the last meeting Sarah had suggested that we appoint a deputy chairperson. This would ensure that meetings would not be cancelled in the future. Kay apologised, noted this and said she would add this to these minutes. Accepted by Maria and seconded by Dennis.

3. PPG new members: Judith stated that they would be able to advertise on the surgery web site. She would ask Shona to arrange it. Dennis would contact Sam Kurtz as when Sam put a request on the web site there had been some interest.

4. Feedback from Town Clerk: Sarah was not able to join the meeting tonight. Maria stated that Sarah had fed back information from the meeting and that there had been no further communication from her emails. She had also explained that Dr Bhari had explained the concerns the practice has about not being able to recruit new GPs, He had stated that the bad press about the surgery is not helping with recruitment. Sarah had also fed the information back to the council. It was felt that the council had understood the difficulties that had been explained.

Victoria also added that she had developed a newsletter but this had not been successful in being added to the Pembroke Dock website, it had not been accepted by one of the admin personnel. The person was a patient of the surgery and was known to be rude and abusive. Victoria asked was there anything that could be done in this situation, it seemed that the council had also experienced similar difficulties with the person. Judith added that the surgery will not tolerate abusive behaviour, but if the person rang the surgery to discuss the issues Judith would speak to him. Rose said that in general if receptionists were spoken to correctly and that you explain your problem it was more likely that you would have a positive result. Attitude makes a big difference.

5. Practice update: Discussion regarding Judith’s retirement took place and Judith explained that the replacement would be internal and there were 4 possible candidates. These has all been interviewed and now awaiting the outcome of the interviews. Judith went on to discuss that they have recently been joined by a GP who has come through the Fellowship Scheme. This GP would stay with them for 1 year and will be part funded by Health Board and part the surgery. Should that person wish to remain in the surgery after the year they would be happy to offer a permanent position. Sandra a practice nurse has recently retired and the practice is meeting to discuss how to advertise for the position, they have used medical journals in the past but have not had a lot of success with this style of recruitment. In the past it has been in people just contacting the surgery which has been the most effective.

Dennis discussed some concerns had been raised regarding the large housing estate being built at the top of the town close to the Henry Tudor school, he understood that there were to be a large number of people moving into these from outside Wales. Maria stated that this was not the case, and the scheme was to support local people e.g. Families who now require additional bedrooms etc. ATEB own the sight and will be managing it. Dennis had been concerned as the 23,000 patients were more than enough for the practice to manage.

Dennis asked Judith what training was given to receptionists. Judith explained the training that was given but at the end of the day being a receptionist in such a busy practice is not easy and many realised that it was not for them, different personalities, and ability to handle difficult questions sometimes proved a challenge. Jayne Parry is the lead receptionist, and the calls were recorded, she will always discuss difficult situations with Judith.

6. Cluster update. Lucie was not at this meeting and so there was no official information. Judith stated that there had been a recent meeting, and these were held every 12 weeks. General information was shared and a discussion about physios in the surgery were held. Kirsty and Dr Wang were managing the surgeries. Hopefully Lucie can attend the next meeting, Judith would contact her.

7. AOB: Victoria explained that she didn’t feel she could commit to producing a regular newsletter, Judith had offered for her to come into the office but understood the commitment, therefore it may be best to leave the idea of a newsletter at the moment. It may well be that if we are able to recruit new PPG members there may be someone who would feel able to take this on.

Dennis thanked everyone for attending and it was decided that the next meeting would be held 08.07.2024.

Judith explained that she would not be available to attend but would ask Sonia to attend.