

**PATIENT PARTICIPATION GROUP (ARGYLE PRACTICE)**  
**MINUTES OF MEETING HELD ON JANUARY 28<sup>TH</sup>. 2015**

**Present :**

Dennis Evans (Chair), Juliet Goldsworthy (Practice Manager), Eva Laugharne, Jane McNaughton, Hayley Blyth (Health Board), Rose Blackburn, Tony Wales, Jenny Nicholas, Eric Mathias.

**Apologies :**

Margaret Murton, Sheri Barnikel, Chris Taylor, Doctors Cox & Bury

**1. Welcome and Committee member update :**

The Chair (Dennis Evans) welcomed everyone to the first meeting of 2015 and also informed members of the resignations of two members, Tessa Hodgson and Kim Jameson. He went on to explain that with the retirement of Ashley Warlow there would now be no independent CHC voice on the committee.

ACTION : Chair to contact Hywel Dda CHC with a view to getting CHC representation.

**2. MINUTES :**

The minutes of the meeting held on December 3<sup>rd</sup>. 2014 were accepted as a true account of the meeting.

**3. MATTERS ARISING :**

**(a) Dedicated line for palliative patients :** Practice Manager (JG) gave the Committee a resume of the way palliative patients are looked after at the Practice. JG explained that multi disciplinary weekly meetings were held with MacMillan and Paul Sartori nurses under the direction of Dr. Boyce. Contact numbers are given so that patients can contact the specialist nurses. There is also a dedicated nurse at the surgery (Argyle St) and a board with the names of all the palliative patients on it along with the names of the doctor (s) who are looking after them. JG was happy with the system and felt that there was no need for a dedicated phone line.

ACTION : JG to check with MacMillan nurses when they receive initial contact with patients, does a doctor request them and do the patients get to choose their doctor at the end of life?

**(b) Feedback from Engagement meeting at Newcastle Emlyn :** Hayley gave positive feedback from the meeting and all those from the committee who attended felt that they had gained further knowledge about PPGs. HB informed the meeting that the next area meeting is scheduled to take place at a Pembrokeshire venue on March 17<sup>th</sup>.

ACTION : HB to advise committee on date and location of next area PPG meeting

**(c) Surgery Initiatives** : A number of initiatives were discussed and it was felt that the “Choose well campaign” would be an appropriate place to start. See item 5 on the agenda. Chair informed the meeting that there is a “Choose Well” app available for Iphones and tablets.

#### **4. FORWARD BOOKING APPOINTMENTS :**

JG informed the meeting that the Pharmacist had started working and already there was improvement to medicine management within the practice and he is also seeing on average 8 patients a day. This in turn will release more appointments available from the existing GPs. JG went on to explain that a further GP was starting on a part time basis and should be able to cover 40/50 appointments per week. (2X3/4 days). The Committee was also told that a Romanian GP who would like to come to Argyle St and is expected soon to commence her training at Winch Lane, Haverfordwest, is scheduled to take her exams in March.

ACTION : DE to ensure that this item is kept on the agenda

#### **5. CHOOSE WELL CAMPAIGN**

After some discussion, the Committee was of the opinion that the Campaign would a good starting point for one of their surgery initiatives. There was a general feeling that the Choose Well Campaign needed to be revisited to ensure that patients were clear about where they could go rather than attend the already overcrowded A/E departments. HB stated that the Health Board were also revitalising the campaign and were looking to involve the schools in a poster competition.

ACTION : DE, JG and HB to meet in order to develop a plan to include distribution of leaflets at the three surgeries. Update : meeting arranged for Thursday 12<sup>th</sup>. February.

#### **6. MEMBERS CONCERNS :**

A number of concerns had been raised by committee member Chris Taylor and because he was unable to attend the meeting the Chair led the discussions that related to them.

- (a) Liaising with patients – if the Choose Well Campaign went ahead it would initially mean handing out information and not engaging in conversation with patients, something that Chris felt uncomfortable doing.
- (b) Notice Board – JG said that there would be no problem in installing a notice board in the Neyland Surgery
- (c) PPG publicity – Chair suggested that photo/article could be placed in the press involving the Campaign. Committee agreed.
- (d) Forward Booking Appointments – refer to item 4.
- (e) AOB – CT thought that the inclusion of AOB would be worthwhile. Committee agreed.

**DISCUSSION** : Chair led a brief discussion on the recent Health Board meetings that had taken place in Pembroke Dock and Letterston. Committee agreed that the Health Board were now at least making every effort to engage with the public.

Eric Mathais (EM) informed the meeting that the electronic board at the Neyland Surgery was not working.

Action ; JG to contact surgery and find out when it will be repaired.

**DATE OF NEXT MEETING :**

Tuesday March 3<sup>rd</sup> 5pm at the Surgery.

