**PATIENT PARTICIPATION GROUP**

**MINUTES OF MEETING HELD ON 30th JANUARY 2023**

**Attendees:** Dennis Evans, Judith Scourfield,Victoria Clare, Maria Williams, Kay Macken,

Justine Hendy

**Apologies:** Rose Blackburn, Stephen O’Connor

1. Dennis welcomed those present and offered apologies for Rose and Stephen.

2. The Minutes of the last meeting were considered, and Justine asked who Mr Shut was. Dennis and Judith explained the reason for him being mentioned in the last meeting. Victoria commented that Mr Shutt had appeared concerned that the minutes of the PPG meetings were not accessible on the web sight of the surgery. This was now rectified, and the minutes were accessible. Dennis stated that he had met with Steve Moore of the Health Board and that he was happy that the PPG were working with the practice and supporting them. The minutes were accepted, Maria proposed, and Judith seconded.

3. Practice Update: Judith explained that a new GP had joined the practice, Sue Hesketh who would work 20 hours a week and would see patients face to face., Harriet Poynter had returned to work. A nurse Practitioner, Victoria Anthony had decided to return to work in Withybush Hospital. Caroline Baker had also retired. Victoria Clare was thanked for the chocolates and biscuits that were given to the staff. Judith felt that things were a little more settled and that the pressure was not so intense. The current concerns were that patients who phone in are still expecting to only see a GP and receptionists are trying to encourage them to see one of the trained Nurse or Nurse Practitioner. Receptionists are also able to signpost patients when this is appropriate. The evening emergency list continues and is very busy. Dennis discussed a person who had encountered problems trying to get an appointment, Judith explained that if someone had tried for 5 days, they should be offered a nurse appointment which could result in seeing a GP if it was felt needed. She also said that more Prescribing Pharmacies are needed in the area. Kay had been asked to speak about a patient who had gone on holiday and needed some medical help while she was away, she had been given a letter form one of the GPs to take with her to a surgery away and she received excellent help whilst there. She was then asked to take a letter back to her local GP which she handed to the receptionist. When she next visited the GP at Argyle Group there was no information on her records about the treatment received while on holiday. Judith explained that these would have been scanned onto her records at St Oswald’s surgery and it would depend on how soon she saw the GP. Kay explained that she had gone on holiday in September 2022 and saw the local GP this month (Jan 23) Judith suggested the person contact her and she would investigate it. Kay would pass this information on.

4. Judith explained that the surgery could choose to hand their contract back to the Health Board and that this would have very negative consequences for the patients of this area, it would mean that the Health Board would have to employ their own GPs, this has already proven a difficult task over recent years.

Dr Bhari joined the meeting: He gave an update of the surgery. He also stated that he was engaging with local schools and had been invited to one school to speak about the brain.

The practice is waiting a report from the RCGPs who visited the surgery and who felt that given the present situation the practice was doing the best it can. Plaid had written a letter of encouragement in December 2022. Dr Bhari also reported that they now have the same number of GPs as they had 2018. 6 partners, 4 salaried also 4 advanced practitioners, also nurses and physios in the practice but it has 23,750 patients. Dr Bhari will forward a copy of the report to Dennis when they receive it.

Dr Bhari shared a presentation that had been given to RCGPs outlining the types of acute conditions that were managed by the surgery. These patients felt that if they had not contacted or seen a GP for some time, they should be given priority appointments. Some thought was being given as to how these conditions could be supported and managed effectively. Cluster groups, investigate the acute conditions within the whole area and it may be possible to consider that one practice could become a hub for the area for a particular acute illness. (EG Argyle to become hub for Arthritis for this area and Milford and Milford become a hub for another illness such as Asthma) This would mean that GPs could be employed who would have a particular interest in a particular illness.

He also explained that signing regular prescriptions was time consuming and Victoria asked about electronic prescription. The Health Board has asked the surgery to be part of a pilot scheme and Ceri Ralph’s email address was passed to Victoria so that she could contact her.

Dr Bhari felt that although the situation in the practice was showing signs of improvement and that the moral had improved, there was still a lack of goodwill between the patients and the surgery, and he believed this was due to the fact patients had no other choice of surgeries in the area. He also expressed concern that Neyland and Solva surgeries were to close and the effect that this would have on those communities. He also thanked the group and Dennis for their support.

Dennis thanked Dr Bhari for his time.

Dennis closed the meeting and the date for the next meeting was arranged for 20th March 2023.