

# PATIENT PARTICIPATION GROUP (ARGYLE PRACTICE)

## MINUTES OF MEETING HELD ON

WEDNESDAY 29<sup>TH</sup>. JUNE 2016

### ATTENDEES :

Dennis Evans (Chair), Alex Jones (Practice Manager), Jenny Nicholas, Chris Taylor, Rose Blackburn, Colin Beech, Jane McNaughton, Sarah Bevan (Cluster Pharmacist), Dr Thanujah Yogarajah.

### APOLOGIES :

Tony Wales, Eva Laugharne, Kate Icton (Communities First), Lucie-Jane Whelan (Health Board), Eric Mathais.

### ACCEPT MINUTES :

The minutes of the meeting held on May 4<sup>th</sup>. were accepted as a true and accurate account of the meeting.

### MATTERS ARISING :

- (a) St. Oswald's Surgery update – AJ to e-mail group with relevant update. **Monday PM opening continuing at the moment, no plans to expand opening times.**
- (b) DNA's – AJ informed the meeting that although the data was being logged it was not being analysed. He was concerned that current procedures were not being implemented correctly and that changes may need to be made.
- (c) Cancellation Line – data being logged, AJ to provide update.

Update sent via e-mail 04/07/16.

System has been in operation for two months with no technical issues. The number of July cancellations will be logged and this procedure will be repeated in six months. Ceri Ralph IT & Comms Manager.

- (d) Violent patients – AJ informed the meeting that the practice procedure needed to reflect the contents of the LHB procedure. **LHB has provided an Acceptable Behaviour Contract for us to consider. They are also in the process of rewriting the wider policy (Argyle will be allowed to comment on the draft). However we have refused a LHB request to accept back a former patient who was abusive to staff.**

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- (e) Carer's Rep – no progress made.
- (f) Neyland Surgery – CT informed the meeting that in his opinion the temperature conditions in the surgery were acceptable and that the agenda item did not warrant further discussion.
- (g) Carer's Day – Chair informed the meeting that it was a very successful event and that from the cake sale £168 was raised. ACTION : DE to contact Alzheimer's Group to arrange for the cheque to be collected. **Jo Bidgood is the named Carer lead.**
- (h) Waste Medicine – Chair introduced Sarah Bevan the Cluster Pharmacist who informed the meeting that she is currently visiting Care Homes in order to establish the scale of the problem and if out of date medicines are located they are then destroyed.

Sarah informed the meeting that in 2013 the cost of medicine waste in Hywel Dda was estimated at £2.7 million.

Medicines, once they leave the pharmacy cannot be used again. They cannot be re-cycled and are therefore destroyed.

Sarah emphasised that we as patients should think carefully before ticking the boxes on our repeat prescriptions.

A lively discussion followed and AJ suggested that the PPG organise a Waste Medicine Day at the surgery.

PPG Funding:

After discussion it was agreed that the Bronze level was for PPG's that were just being established and it was therefore felt that with a little work we should try and attain the Gold Standard.

ACTION : PPG members to have access to relevant paperwork prior to the next meeting.

HEDGES IN CARPARKING AREA :

AJ informed the meeting that some of the foliage had been cut back, but agreed to contact the landlord again to log the fact that the PPG are showing their concerns. **Landlord contacted.**

ADVANCED CARE PLANS :

The meeting was informed that the Surgery are fully conversant with care plans for relevant patients.

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OUT OF HOURS SERVICE :

AJ to provide the committee with the relevant documentation.

VICE CHAIR POSITION :

After discussion Colin Beech agreed to take on the position of Vice Chair.

AOB :

1. The Week in Week TV was discussed and it was agreed that the surgery came over very well.
2. JN enquired if it was possible to install a message in the appointment calling system informing patients when all the appointments were taken up. AJ said that a “we are full” message would be misleading because there would always be some appointments available for emergencies (known as the “reds”).
3. AJ informed the meeting that the Practice were getting involved in two interesting developments that could very well benefit the practice in the future.
  - (a) Volunteered work experience for A level students.
  - (b) Physician Associate – two year course leading to a GP degree.

Hopefully the students would be encouraged into the medical profession, become GPs and eventually return to the practice and likewise the Physician Associate would become a GP and also return to the practice.

DATE FOR NEXT MEETING :

Wednesday September 14<sup>th</sup>. 2016 at 5pm in the Surgery.