

**PATIENT PARTICIPATION GROUP**  
**ARGYLE MEDICAL GROUP**

**MINUTES OF MEETING HELD ON WED 12<sup>TH</sup> MARCH 2014**

**ATTENDEES:**

Ashley Warlow, Tony Wales, Rose Blackburn, Dennis Evans, Hayley Blyth, Dr. Richard Bury, Juliet Goldsworthy.

**1. APOLOGIES:**

Alison Lee, Maureen Molyneux, Tessa Hodgson, Carolyn Fortune.

**2. MINUTES:**

The minutes of the meeting held in December 2013 were accepted as a true and accurate record of the meeting.

**3. MATTERS ARISING:**

- Confidentiality form – JG would provide these (please see as an attachment to this document).
- Neyland Surgery – appointment survey. JG confirmed that a GP Registrar was now working one day a week in St Clement's; this was providing more appointments, which would increase as Registrar gained confidence. Although a fully trained Dr, Dr Owen had not worked in a GP surgery before. Dr Bury said that she was only with the practice for 6 months, and would hopefully be replaced with another GP Registrar in August. JG confirmed that she and Maureen would communicate in due course about a visit by Maureen to the Neyland surgery.
- PPG meeting at St Thomas's Surgery, Haverfordwest - JG said that the meeting, which Ashley and Dennis had attended too, had been pleasant and seemed to have a good representation of age group/patient. JG said that she had enjoyed Ashley's synopsis of the state of the health service in Hywel Dda and would welcome a similar talk at the AMG PPG; however Ashley said that this may not be needed as all of the attendees to the AMG PPG were fully briefed already! Dennis said that he had taken some pointers from the meeting.

- A** Best of Health Awards – Hayley confirmed that AMG had been awarded the Engaging with People first prize at the recent HDUHB presentation event. Hayley said that where other practice had sought not to engage with their patients to discuss practice problems, AMG had faced them head on and continued to communicate through their PPG.
- A** Rapid Access Appointments - JG confirmed that the new morning appointment system at Argyle seemed to be working well, the practice had recorded their quietest January and February since the merger, whether this was partly due to the new appointments or simply that there had not been the level of flu like illnesses around, it was hard to tell. JG said that patients were asked when telephoning in the morning 'is this a new problem for today' and they then seemed more willing to say if their illness was a minor, immediate problem, that could be dealt with in Rapid Access. She was still receiving complaints, but nowhere near the same level as before; the telephone and appointments systems were no longer the top reason for patient's to complain.
- A** MIU - JG reported that the closure of MIU at South Pems had not had a significant impact on the surgery. Tony and Dennis gave a couple of anecdotal instances where patients had not been dealt with quickly – or had been signposted to A&E. JG said that the GPs had always made it clear to the HB that for non-urgent minor injuries, patients may have to wait for the next available appointment, although it would be on the same day. Reception staff were alert to patients asking for help or exhibiting clear injuries (bleeding etc) and these would be passed as soon as possible to a clinician, however if a patient said that an injury was non-urgent they may be asked to come back later in the day. If these patients elected then to go to A&E, there was little the practice could do.

Hayley said that the HB was due to carry out a Quality Impact Assessment in respect of the MIUs.

#### 4. PPG SEMINAR AT ARGYLE STREET:

Hayley had been very pleased with the attendance at the Health Board organised, county-wide PPG seminar in February. A representative from NAPP, the national association of PPGs, had presented to the meeting.

In attendance had been 3 Hywel Dda PPGs (AMG, Amman Valley and Newcastle Emlyn), 3 practice managers who were interested in perhaps setting up a PPG in their surgery, and representatives from the Health Board.

Dennis said that he had enjoyed the networking opportunities at the meeting and had been invited to attend a PPG meeting in the Amman Valley; this group had started in a similar way to AMG as the result of patient concerns over Access. JG said that other groups appeared to devote quite a lot of time to their PPG, and she wondered if current members of AMG group, with all their other outside interests and jobs, would have this time to spare?

Hayley said that there was every intention in the Health Board to have further county-wide meetings; although venues were a bit of a problem.

#### 5. Patient involvement strategy

The group discussed the need for the AMG PPG to now expand and include other patients in the group. It was generally felt that a 'free for all' approach would not work; Ashley suggested that positions on the PPG group should be advertised to patients with a type of 'interview' process, this would weed out any patients just wishing to take part for a personal moan. It was hoped to that by doing this, the group could also be made more representative, with for instance a young mother or (at Hayley's suggestion) a carer.

It was agreed that JG would produce an advert for the website and also a poster for each waiting room; this would include an explanation as to the aims of the PPG. Patients would be invited to write in with an application, saying why they wanted to be part of the group. Dennis, Tessa and JG could view the applications.

#### 6. Use of social media

It was agreed that there may be some scope for the PPG group to communicate with patients (and for the practice to do the same) through the use of social media. Rose made the point that this may not suit all patient groups. This would be discussed again at a future meeting and JG would show the PPG the practice website and also report on the possible updating of the telephone system.

#### 7. Any other business

Rose asked if representations could be made to the local bus company for patients to be dropped off closer to the surgeries.

It was agreed that perhaps Alison could answer this at the next meeting, as it was more likely to be a question for the town council, rather than the surgery.

JG said that communication with carers was progressing well in the practice, with new carer's information boards, a carer's email group, new carer's registration form and training from Investors in Carers arranged in April for the staff.

Rose pointed out that discharge information was still slow in returning from the hospital; Hayley said that in due course electronic discharge summaries may help. Hayley said that she and JG had been attending meetings with the hospital secretaries and technicians from the Myrddin system, to try and improve the system whereby the returning hospital letters are sent to the referring GP; some progress was being made in this area.

Date of next meeting Wednesday 4<sup>th</sup> June 2014, 4pm Argyle Street.