

PATIENT PARTICIPATION GROUP (ARGYLE PRACTICE)

MINUTES OF MEETING HELD ON

MONDAY 12th JUNE 2017

Attendees:

Dennis Evans (Chairman), Alex Jones (Practice Manager), Rose Blackburn, Jenny Nicholas, Chris Taylor, Lucie-Jane Whelan (Hywel Dda UHB), Andrea Howard (Communities Connectors/PAVS).

Apologies: Hayley Blyth, Tony Wales, Jane McNaughton.

1. DE welcomed Andrea Howard to the meeting and invited her to give a brief description of her role, and her interest in the PPG.

2. **Accept Notes of Last Meeting.**

These were discussed briefly and accepted.

3. **Matters Arising from the Notes**

(a) Common Ailment Policy Update

AJ gave a brief explanation of the policy, and explained that it was a WAG policy being implemented by Hywel Dda UHB and that Argyle Practice was leading in the introduction process. The three pharmacies in the Argyle Practice area were participating, and indications were that weekly consultations requested by patients numbered on average in the high single digits. This was regarded as satisfactory in these early stages, bearing in mind that pharmacies were busy, and high numbers may cause problems. Publicity information was available, and 'word of mouth' would help. LJW said that Narberth, Saundersfoot and Tenby were now being rolled out, and others would follow in time.

Action: AJ to contact Angela Evans (Hywel Dda UHB) to discuss next stage in the procedure.

(b) Pembroke Dock Community School Update

AJ and LJW reported on a recent successful visit by a few pupils from the school to the Surgery where they were introduced to procedures such as use of stethoscopes, temperature measurement, ear examination etc. Experiments also took place demonstrating the necessity of hand cleanliness, washing, and

the necessity for precautions when sneezing or coughing to stop the spread of germs. The visit was very successful, and the intelligence and observation of the pupils was remarkable.

The school holds regular parents' meetings known as 'Find Out Friday' on various topics, and suggestions have been made to have the two members of the PPG attend one session to explain the purpose of the PPG, and answer questions.

Action: DE has been in e-mail contact with the Inclusion Manager at the School and will endeavour to arrange a date for a PPG visit.

4. Practice Manager's Update.

(a) WAG and the LHB have launched a Sustainability Project relating to a shortfall in the required number of staff. Five clusters are co-operating, two have declined. Argyle Practice is participating, and is presently understaffed. There are 12 GP's (Partners, full-time, locum and part-time) at the moment, and one is scheduled to leave at Christmas. Additionally there are 14 nurses of various grades.

A full discussion took place on the issues, and problems involved of recruiting to this area.

(b) Veterans' Day. This occurs on 23rd June, posters are in existence, and is essentially concentrated from 0900-1200 hrs. The purpose is to say 'thank you' to veterans from society. To this end the Practice is circulating known veterans and inviting them in for a chat, and to identify any possible specific care needs. The PFG may possibly be able to help.

Action: DE to liaise with AJ.

(c) Reception Team Training. A need has been identified to run a properly constructed training scheme over a period of time for the team, presently comprising 1 Chief Receptionist, and 19 receptionists/switchboard staff. This could culminate in a 'Diploma in Medical Administration' or something similar, and would form part of an on-going development process. As well as this it is proposed to appoint a deputy to the Chief Receptionist to ease the workload and operate more efficiently.

As a general related topic CT brought the attention of the PPG to a recent anecdotal incident of violent abuse to a receptionist by a patient at the

Neyland Surgery, which had come to light at a recent Neighbourhood Policing Team (NPT) meeting.

Action: **AJ** to investigate, and **CT** asked to convey the thanks of the Practice to the person reporting this, at the next NPT meeting in July.

5. Appointment of PPG Committee Members

DE reported that he had received requests from three people to join the PPG. A full discussion took place, resulting in the action as follows.

Action: **DE** to contact the three and request them to provide a brief summary of their background, their reasons for requesting to join, and what they feel they can bring to the PPG.

6. Date and Time of Next Meeting

The next meeting will be at Argyle Street at 1700 hrs. on Monday 4th September, 2017.

The meeting closed at 1850 hrs.