**PATIENT PARTICIPATION GROUP**

**MINUTES OF MEETING HELD 20th March 2023**

**Attendees:** Dennis Evans, Judith Scourfield, Victoria Clare, Kay Macken, Justine Hendy

**Apologies:**  Rose Blackburn, Maria Williams

1. Dennis welcomed those present and gave apologies for Rose and Maria

2. The minutes of the last meeting were considered, and the question was asked why Lucie from the Health Board was not attending our meetings or communicating with Dennis regarding the meetings. Judith said that she would contact Lucie about this. Justine proposed and Victoria seconded that the minutes be accepted.

3. Practice Update: Judith began by explaining that today was to be the launch of the forward planning appointments in the surgery, but unfortunately all the phones went down. It was due to an internal problem and until the supplier arrived the only way of contacting outside the surgery was by employees using their own phones. The supplier arrived and was able to find the problem, the phones were now operational again. It had taken the supplier 3 hours to travel to the surgery and Dennis enquired if there was another supplier that may have been able to arrive sooner. Judith said that she would speak to Ceri and give feedback. Judith stated that there had been several negative comments put onto Facebook which was quite upsetting when everyone was doing the best they could. Extra staff will be answering phones tomorrow as they anticipate a very busy day.

Telephones are supported by 16 staff between 8 – 8.15 then 8 staff 8.15 – 9am then 4 staff for the rest of the day. The surgery was now experiencing approximately 558 no shows for appointments in a month which was a great concern. A minor ailment clinic was operating Monday to Friday which is nurse led mainly for EG. ear infections, sore throats, and UTI conditions.

Judith said that a Nurse Practitioner had left the practice to become a lecturer, her leaving had been mainly due to the pressure in the surgery. There had been 6 Nurse Practitioners, but these were now reduced to 3.

Five Doctors had contacted Judith who were looking for practice positions and one is offering to work 2 days a week.

GP’s: Practice now has the following salaried doctors: 1 who works three quarters of full time hours, 1 that works full time, 1 that works 20 hours, 1 almost full time.

Judith stated that that the feeling on the surgery was a lot more positive now and everyone felt that there was a definite improvement to moral.

Victoria raised concerns about Mr Kevin Dyer who was a member of the “Save Withybush Hospital Group” It appeared he did not understand how the Argyle Practice works. She had tried to explain this to him but felt that it had made little difference to his understanding, Judith and Dennis agreed that he should be directed to Judith who would be as helpful as she could be. Dennis said he too would be willing to discuss the issues with him or possibly meet him if appropriate.

4. Richard Jarman Update: re September 22 report: Dennis had spoken to Dr Bhari about R. J’s comment that there should be more GP contact with the PPG at meetings, but consideration should be given to the GP time spent at the meeting versus contact time with patients.

He also suggested that it could be of benefit if the PPG could encourage a younger age group to be part of the PPG.

Discussion took place as to how this could be achieved. Consideration was given to having a table in the surgery so that members could talk to patients and explain about the PPG. Judith said that Wednesday was family day in the surgery, baby welfare and vaccines were promoted then. This would be considered, and any other ideas shared at the next meeting.

Dennis asked what was the outcome of the monthly meetings that were held between Dr Bhari for the surgery and the Health Board. He asked if he could attend, and Judith explained that there hadn’t been any contact about holding these recently. There seemed to be more positive feedback from the Health Board recently. The surgery now has 75 employees and should the surgery close, it would have an impact on the local families and the community. If there is a meeting, she would ensure that Dennis was invited.

Engaging with local schools was discussed and Judith explained that she had spoken to Andy Williams and assured him that the surgery would be very happy to support local schools in any way it could. Victoria asked if it would be beneficial to mention this at school Governor’s meetings. Dennis could do this, or Kay mentioned Maria. Justine would mention at the Sageston school Governor’s meeting too.

5. Victoria stated that she had exchanged emails with Ceri regarding the Electronic Prescribing process and reported that the surgery had been accepted to be a pilot with this. However there had been a delay in rolling this out in England and accepting that things move slower in Wales it was not known when this would be rolled out here. Proof testing was due to start in the Spring 2023. Victoria would email the info to Kay.

6. Date of the next meeting: Dennis asked if the group would like to hold the next meet in Pembroke Town Hall. This was accepted by all present. He said he would also talk to Sam Kurtz about a possible visit to The Ceneth in Cardiff.

The next meeting was planned for 24/4/23 at 11am (please use the back door)

Dennis closed the meeting and thanked everyone for attending.