**PATIENT PARTICIPATION GROUP (PPG)**

**MINUTES OF MEETING HELD ON 12th SEPTEMBER 2022**

**Attendees:** Rose Blackburn, Judith Scourfield {Practice Manager} Dennis Evans (PPG Chair}

Stephen O’Connor, Kay Macken, Victori Clare.

**Apologies:** Maria Williams, Lucie Jane Whelan (Health Board}

**1.** Dennis opened the meeting and thanked those present for attending. He wished to congratulate Claire White (Practice Nurse) for having completed the Iron Man Challenge last weekend. He also mentioned that his son had also successfully completed the challenge too.

**2**. The minutes of the last meeting were accepted, and the meeting moved on to the agenda items.

**3** Judith said that Dr Bhari hoped to attend but he was out on calls tonight. She then explained that the practice had recently secured a couple of locum doctors, and this had begun to ease the workload. A new GP Ewan Griffiths would now be a salaried member of the practice and a female GP in the practice, Sue Heskar is very keen to offer face to face working. There are 2 STP’s who are in their final year and working in the practice, they are living local and it maybe that they will decide to stay.

Rose spoke about the importance of the face-to-face appointments and explained how beneficial it had been for her son.

**4.** Dennis stated that he had received communication from 2 PPG members, Angela Smithers had decided to resign as she felt that the group should not be so keen to defend the practice. Heidi Caval had also decided to resign due to other commitments.

**5. Re. Carl Shutt:** Dennis and Judith explained that they had met him on 28/08/22 to discuss the petition that he had started regarding his negative 5- point publication of the surgery, this had been sent to Welsh Government, (E. Morgan Health Minister) Also to Simon Hart and to the Health Board. This practice was now being scrutinised by the H.B and put the practice in a very difficult position. They explained many aspects of how the practice was working towards improvements, but the main concern was that the moral of everyone in the surgery was at an all-time low. Also, Judith explained that the Practice could become Trust managed and this would be detrimental to the patients and community. CS was not representing a group or official organisation. Victoria said that she had spoken to him and had tried to answer some of his questions, but she did not feel equipped to challenge him, as she had only attended one meeting herself. It was not considered that there would be any benefit in CS attending a PPG meeting. Dennis had been contacted by a County Councillor and it was considered that it may be beneficial to meet with the County Councillors and have an open discussion. Judith was not happy to meet with 11 County Councillors. Rose suggested inviting 1 CC at a time to attend PPG meeting. Judith reminded us that the GPs were feeing deflated and that this had also resulted in them losing the confidence of the patients which was very disappointing.

Discussion was held as to whether giving CS a role to look into that could benefit the Practice, may make him see that he had been listened to and that if he felt useful may help him to appreciate that the practice is committed to making improvements.

Dennis asked Judith what she felt about the meeting, and she felt that he had gone away with information that he could consider and that there had been no further contact from him to date

Dennis asked if there was anything that we could do to help the low morale of the staff.

Judith said that the practice could remove patients who were rude, obstructive, or abusive. This was not an easy thing to undertake, and it would be a last resort.

Victoria said that it was a worry that the staff felt so undervalued and maybe a card and some small gift such as biscuits or chocolates to show our appreciation could be arranged. Victoria would be happy to arrange this and was agreed.

**6**. Victoriaasked if it would be possible to put some qualitive information on the web sight about the good things happening in the practice, also, regarding the presence of the PPG. Dennis asked if those present would be willing to have their names mentioned all were willing and those not present would be contacted.

Judith informed the group that systems were in place to ensure that only those who need to see a GP get there, this is why the receptionists are asking for information about people’s illnesses and they are also being trained in signposting and can make suggestions where appropriate. There are 7-8 receptionists on duty first thing in the morning and 4 on then for the rest of the day, also systems are in place to audit the number of calls into the surgery, and these are recorded so that any complaints can be dealt with correctly. My Health online can also give information regarding forward pre booked appointments. There were some concerns that this system could impact the no shows for appointments, although these happen they are not a major concern at the moment. Ukrainian people were registered with the practice but have not had an impact on the practice.

**7.** Rose wished to thank the nurses who were supporting her as a lone carer, they had been excellent, and she was grateful for all their help.

A person who is deaf had found it difficult to negotiate the carers support she required but Judith explained that the receptionists need to know about people’s disabilities so that they can be enabled to gain the information they need.

Steve informed the group that P. Dock Town Council had been approached by a Neyland Councillor regarding suicides on the bridge and some consideration was being given to displaying information about help available, also possible CCTV installed on the bridge with the hope that it could save lives. It may be beneficial for a representative to attend a PPG meeting to update the group about this

Kay asked if there was anywhere that the GP’s could go to for help regarding their feelings and possible suicidal thoughts Judith stated that there is an organisation called CRONE that GPs can contact confidentially and that the practice subscribes and belongs to CRONE

It was also suggested that Dennis write to E. Morgan and Simon Hart on behalf of the PPG and this was accepted, qualifying that Dennis should explain that as a group we understood that there were problems in the practice that needed to be rectified, and that we were confident that these concerns were high priority in the practice and for the PPG. Dennis said that Simon Hart was well aware of the shortages of GPs and that there was no short cut to filling these posts.

The meeting closed and Dennis thanked everyone for attending.

Date of the next meeting 21/11/2022 5pm