

**PATIENT PARTICIPATION GROUP (ARGYLE PRACTICE)**  
**MINUTES OF MEETING HELD ON DECEMBER 3<sup>RD</sup>. 2014**

**Present :**

Dennis Evans (Chair), Rose Blackburn, Jenny Nicholas, Maureen Sutton, Chris Taylor, Tony Wales, Haley Blyth (Health Board), Juliet Goldsworthy (Practice manager), Eric Mathias, Jane Mc Naughton.

**Apologies :**

Ashley Warlow, Tessa Hodgson, Kim Jamison, Eva Laugharne, Margaret Murton.

**Welcome and Introductions :**

The Chair (Dennis Evans) welcomed everyone to the meeting and greeted the new members of the group. He then asked everyone to make a brief introduction.

**Forward Booking Appointments :**

Juliet (JG) informed the meeting that the Practice would not be able to introduce forward booking appointments until GP staffing numbers were at maximum. However she did state that the Practice would be employing a Pharmacist who would initially be looking after medicine management and in time would be included in the appointment list along with Nurse Practitioners. JG informed the meeting that this would increase the number of available appointments. ACTION : DE to ensure item included on the agenda for the next meeting.

**Surgery Telephone System :**

New system installed, but JG informed the meeting that there had been a few teething problems. Discussion again took place regarding delays in obtaining appointments. JN gave an example of how she had tried to phone to seek an appointment for a poorly relative, but had failed. JG suggested that next time she should phone in after the initial rush. JG went on to explain that the new telephone system may have the facility to delegate dedicated lines to palliative patients. ACTION : JG to discuss with senior management.

**Update from Open PPG Meeting :**

Good feedback, meeting went well. CT was disappointed because he felt that more patients should have made the effort to attend. It was agreed that another open meeting would be held in the third quarter of 2015.

**Health Board / PPG Engagement :**

Haley (HB) informed the meeting that the Health Board were very keen to raise the awareness of PPGs within the community and to try and encourage more Practices to form a PPG of their own. Haley encouraged all members, especially the new members to attend

the PPG meeting in Newcastle Emlyn on December 18<sup>th</sup>. Existing PPGs in the Health Board area would be attending along with Practice managers from surgeries that currently do not have a PPG. It was noted that anyone wishing to attend to contact the Chair so that suitable travel arrangements could be arranged.

**Surgery Initiatives :**

The Chair raised the issue of how the PPG could help the surgery? He explained that this was a vital element of what a PPG could do and now that we have new members it seemed an appropriate time to raise the question. He suggested that help could be forthcoming to raise awareness of flu vaccinations for young children and shingles injections for seventy and seventy nine year olds. ACTION JG to discuss our involvement with senior management.

**Date of next meeting :**

After some discussion it was decided to keep meeting nights to a Wednesday.

Next meeting : Wednesday 28<sup>th</sup>. January 2015 at 5pm in the Surgery.