

ARGYLE PRACTICE PATIENT PARTICIPATION GROUP

MINUTES OF MEETING HELD ON MONDAY 9TH. NOVEMBER 2015

ATTENDEES :

Dennis Evans (Chair), Juliet Goldsworthy (Practice Manager), Rose Blackburn, Eva Laugharne, Jenny Nicholas, Chris Taylor, Eric Mathais, Hayley Blyth (Health Board), Chris Jones (CHC), Kate Icton (Communities First), Dr. D. Wilson.

APOLOGIES :

Jane McNaughton, Maureen Sutton, Dr. R. Bury.

ACCEPT MINUTES :

The minutes of the meeting held on Wednesday 9th. September 2015 were accepted as a true and accurate account of the meeting.

MATTERS ARISING :

1. Choose Well Campaign – JG informed the meeting that a report will be sent to the Health Board. HB confirmed that the Health Board were starting a new Choose Well campaign, with funding available.
2. The Chair reported that the MacMillan cake day was a huge success and thanked the Practice staff and PPG members for their help and co-operation. £1,065 was raised for MacMillan Cancer Support.
3. Flu injection campaign – HB informed the meeting that at this present time there is a lower uptake than last year, however Pharmacists appear to be doing more than in previous years. On the Health Board Face Book page there are photographs of a number of PPG members having their flu jabs.
4. Breast Test Wales – looking for a site so that they can hook up to a power supply rather than use a generator. It was agreed that PPG should support this important service.
ACTION : Chair to contact JM to see if Pembroke Dock TC know of a suitable site for the screening van.

5. Minor Injuries : CT enquired what type of injuries would be treated at the pharmacies. JG stated that the following would be included – minor burns, eyes, sprains and strains. HB reported that these injuries can also be treated by trained people in local pharmacies e.g. Lloyds chemists in Pembroke and Pembroke Dock (confirmed by e-mail from HB on 10/11/15).

6. Prescription Forms : CT requested clarification regarding information on prescriptions in relation to the number of repeat prescriptions still available. Dr. Wilson informed the meeting that the section “you can order... more” is no longer on the forms. A clinical decision will be taken if prescriptions are stopped or there is a need to see the patient.

AGENDA ITEMS:

1. St Oswald’s – no change with regard to the curtailment of afternoon appointments.
2. Forward Booking Appointments / “No Shows” - JG informed the meeting that senior partners are trying to be pro-active in finding alternative ways to reduce waiting times. Surgery to introduce a system called “My Health On-line”. It is a computerised system and patients will have to register but will then be able to make advanced bookings and request repeat prescriptions. A limited number of appointments will be available because not all patients will have access to a computer. JG stated that there will not be an increase in appointments but the practice will offer a different method of obtaining appointments.

Working along- side the above will be a walk in system for minor illnesses and will be run by Nurse Practitioners / Advanced Practitioners. System would probably operate initially in Argyle Street in the morning and / or evening, with a specified period when patients would be able to walk-in and sit and wait.

Doctors Telephone Consultations : if patients are asked to return at a later date for an appointment they may be told that they will instead get a telephone consultation. There will still be face to face follow ups but the committee were informed that 15% of “come back” appointments resulted in a “no show”.

3. Chair reported on a suggested system that could help patients cancel appointments rather than become a “no show” – use of a dedicated mobile number that patients can leave a message or a text avoiding the need to ring at busy telephone periods. The committee thought that this was a good idea.
ACTION : JG to forward suggestion to senior partners.
4. Communities First : Kate gave a resume of the type of work that she is involved with, it is centred around a Welsh Government programme that is aimed at tackling poverty. Kate listed a number of areas within the Pembroke / Pembroke Dock suffering from deprivation. The programme deals with family learning, food safety, craft work, job clubs, getting on line and health and well- being. Sessions are informal, and usually take place in community centres, church halls and drop in centres.

AOB :

1. Attendance sheet passed round and signed by all those present.
2. Committee was informed that there is a three month maximum prescription available by law by the NHS.
3. CT requested clarification on the role of the PPG because he felt that the PPG is too involved in supporting campaigns. JG informed the committee that the recent Choose Well Campaign highlighted the fact that senior partners needed to rethink the surgeries appointment policy. After further discussion, the committee was of the opinion that they were listening and reacting to patients concerns which they considered to be the purpose of the PPG.

Date of next meeting : A brief discussion took place with regard to the dates and times of future meetings. It was agreed that the next meeting would be held on a Wednesday but at the usual time of 5pm.

Next meeting – Wednesday 9th. December at 5pm in the surgery.