

PATIENT PARTICIPATION GROUP (PPG)
MINUTES OF A MEETING HELD ON JUNE 20TH. 2022

Attendees : Maria Williams, Hede Cavell, Angela Smithers, Kay Macken, Rose Blackburn
Judith Scourfield (Practice Manager), Dennis Evans (Chair), Victoria Clare,
Stephen O'Connor, Lucie Jane Whelan Health Board, Sam. Kurtz (MS), County
Councillor Josh Beynon.

Apologies : Justine Hendy.

1. Introductions :

The Chair opened the meeting by welcoming everyone and made mention that it was Stephen and Lucie's first meeting. He also welcomed Sam Kurtz our MS representative and County Cllr. Josh Beynon. The Chair explained that as Josh works for the Health Board his presence was in the form as an observer.

2. Accept the minutes of the meeting held on March 14th. 2022. After a brief discussion, the minutes were accepted as a true record.

3. Matters Arising :

(a) Call Back System : Again, positive comments received. It was also stated that when a patient selects the English comments then that should over-ride any further comments in Welsh.

(b) Judith informed the meeting that all receptionists are trained and aware of the importance of sign posting patients.

4. Rose raised the issue of how much per head are our patients covered and suggested that the figure for patients in areas like Cardiff is much higher than for those in our Health board Area.

In response to the discussions that followed , Lucie emailed me the following information. "The current figure is £98.51per weighted patient per year, the average amount per actual patient depends on patient demographics".

5. Working with local schools – this had happened in the past, with close contact made with Pembroke Dock C.P. School. No other schools in the locality had been involved and it was suggested that contact should be made with the two schools in Pembroke, Golden Grove and Monkton would be interested in basic first aid training.

6. Petition : You may be aware that there is a petition going the rounds which puts the Practice in a very bad light. It can be viewed on the Pembroke Dock & Pembroke Citizens Forum site.

It states that the Argyle Practice fails 5 out the 6 Access Standards for Wales.

- (a) People receive a prompt response from their contact with the GP Practice via the telephone (FAIL)
- (b) Practice have appropriate telephone systems in place to support the needs of the people avoiding the need to call back multiple . (FAIL)
- (c) People are able to access information on how to get help and advice (FAIL)
- (d) People receive the right help at the right time in a joined- up way which is based on their needs (FAIL)
- (e) People can use a range of options to contact their GP Practice. (FAIL)

As you can imagine most of the comments are not favourable.

7. The Chair informed the meeting that unless someone stepped forward to take on the role of Minute Secretary he would be standing down as Chair at the next meeting. After some discussion Kay said that she would be prepared to help out.
ACTION : Chair to liaise with Kay regarding the minutes.

8. Date for next meeting : Monday September 12th. at 5.00pm at the surgery.