

PATIENT PARTICIPATION GROUP (PPG)
MINUTES OF A MEETING HELD ON MARCH 14TH. 2022

Attendees : Maria Williams, Hede Cavell, Angela Smithers, Kay Macken, Rose Blackburn
Judith Scourfield (Practice Manager), Dennis Evans (Chair) and Sandra Booth
(Nurse Practitioner)

Apologies : Victoria Clare, Justine Hendy, Lucie Jane Whelan (Health Board South Cluster
Rep)

1, Introduction :

The Chair opened the meeting by welcoming everyone to the first face to face meeting of the PPG for over two years. The new- comers to the group were given the opportunity to introduce themselves to the rest of the group.

2. PPG Update :

The Chair gave a brief account of when and how the PPG came into existence.

3. Practice Update :

Judith gave an update regarding the structure of the Practice and how the practice is run on a day- to- day basis.

4. Current Issues :

(a) Ratio of patients to doctors : Just over 23 thousand patients but only 6 full and 2 part time GPs

(b) The appointment system: Between 8 and 9 am system overload . Improvements made with the “call back system”. This was seen as a positive move forward.

(c) Lack of GP’s : Reluctance of newly qualified GPs to move down to Pembrokeshire. Monetary incentive offered but GPS preferred to stay closer to the Cardiff / Swansea area.

(d) Bad publicity : Very unhelpful comments seen in the local press and on Facebook

(e) Reluctance to advertise the good things, seen as blowing their own trumpet.

(f) Educate patients : Patients ask to see a GP but is the GP the right person , should they be seen by another professional?

5. Group suggestions :

(a) Use of local press to “advertise “ the good things that Practice is achieving.

(b) Setting up of a Facebook page that prevents comments being made. Judith to check with Ceri in IT.

© Sign posting patients – Judith to ensure that receptionists are fully aware of the services that can be offered to patients.

(d) Contact with other Practice Managers within the cluster – Judith to report back on how other practices handle similar issues.

(e) Briefly discussed the care services, Welsh Ambulance trust and how our patients living in rural areas are supported by the practice.

FOOTNOTE :

Zoom meeting with Sam Kurtz – the meeting went well, and I felt it was very productive. He thought the ring back system was a positive way forward, he agreed about the bad publicity relating to the surgery and with his journalistic experience he is more than willing to help with getting practice information into the local press.

Date of next meeting :

May 30th 5pm at the surgery. Although Sam is busy at the moment I will invite him to the meeting.