**PATIENT PARTICIPATION GROUP**

**MIMUTES OF MEETING HELD 3rd JULY 2023**

The meeting was Argyle Street Surgery. Those present were:

Justine, Kevin, Maria Williams, Dennis Evans, Kay Macken, Judith Scourfield, Dr Bhari, Helen Williams (Deputy Director CHC Social Care and Health)

Dennis opened the meeting and welcomed everyone; introductions were made. He asked Helen to explain her role.

Helen explained that the organisation was now known as CLLAIS and had replaced the older CHC organisation, it was responsible to the Welsh Government and was intended to be the watchdog for Health and Social Care, funded by the Welsh Government and will investigate complaints regarding these services. They will continue to visit premises and offer advocacy for the complainant and the service involved. Officers will scrutinise services and the organisation will also be involved with children’s services in these statutory departments and children’s homes. It is a volunteer organisation as the CHC was and much of the work is similar to that organisation.

Dennis gave an apology for Steve. The minutes were adopted for the Meeting held 24th April 2023 and were proposed by Maria and seconded by Kevin. Maria informed the meeting that Steven had stepped down from the PPG. Dennis asked how she was aware of this, as he had not been informed of the decision. Maria had been at a meeting with Steven when he had told her.

**3. A:** Feedback from the Town Hall: Dennis discussed the use of alternative venues and change of time of the meetings but felt it would be best if we could continue as we had been doing at the moment

 **B:** Grove School: Dr Bhari stated that he was happy to visit and give talks but prefer these to be specific to the school’s choices. Dennis to contact Andy Williams at Grove School regarding this.

 **C:** VCGalleryinvolvementwith PPG: Dennisreported that Barry John was pleased with the VG involvement and that a good relationship had developed with the Surgery and that there had been some referrals made to the VC Gallery by Social Prescriber Jo in the surgery. There had been a presence by VC on one day in the surgery, but PPG did not share this day. Kevin stated that PPG will be contacted by Wayne from VC regarding the next outreach day. Dennis asked if the group would still like to join the VC Gallery on the outreach, all were happy to be involved.

**4.** Practice update (Judith): Judith explained that the practice had been placed in special measures (remedial measures) for 6 months, this ended in April 2023 and that they had been informed in writing from the Health Board that they were no longer in this situation. Dr Simaconda had now resigned from the practice as a partner and had joined an international aid agency. There are now 5 partners in the practice. 4 salaried GPs 3 other GPs and a couple of locums. Currently it is difficult to recruit and retain GPs also not able to recruit GPs to become partners. Appointments are still being offered as they have the most GPs they have had for a long time. Also, there will be 2 STDs joining the surgery 1 is ST1 qualified and 1 is ST2 qualified. Kevin asked what the volume of complaints were currently. There had been 4 minor complaints today. There are 15 employees taking telephone calls between 8am and 8.30am, but appointments go very quickly. Helen asked if there were opportunities to book forward appointments, Judith said there were a few but that they insured all under 16-year-olds were seen. One of the problems is that people often go straight to the politicians, and this escalates the problem before the surgery has had the opportunity to manage it. Helen said that if they received and complaints the first contact would be Judith and hopefully it could be managed through her before being escalated to the Health Board.

Judith stated that last week there had been 19 DNAs in one morning and this has a huge impact on the system, the surgery is not able to say this, only that 80% attended. Would it be possible to state that the surgery had lost X amount of working hours in 1 day? The surgery is not allowed to enquire why the patient did not attend.

My Health online can be used to forward book appointments, but these are very few and not easy to access.

Helen suggested that they could do a survey and then share the findings of the survey with the surgery.

On a lighter note, the surgery had received a few lovely thank you letters which had pleased those working there.

Dennis asked if there was any help from the Health Board in how to manage no shows, but Helen said she did not think this was of interest to HB. A suggestion was made regarding the producing a newsletter, and Judith said that this would not by easy for the surgery given the availability of people to do this while the surgery was under pressure. Maria suggested that maybe the PPG could produce the newsletter and it was agreed this would be an agenda item for the next meeting when a more in-depth discussions could take place. Judith stated that the surgery does not get involved with Facebook.

Dr Bhari reported that he is still meeting with the HB but it always seems that it is a tick box exercise as there is no agenda and he had been told that Simon Hart wanted to publish the outcome of the remedial special measures but there was no further information. He stated that the surgery employs 70 people and had also been contacted by GPs from a variety of places enquiring about positions in the practice and had and advert out for a receptionist.

**5.** Cluster Update: No update regarding this as Lucie was not present

**6.** Member concerns: No member concerns but they were willing to be involved with the VC outreach table and that it may be a way to encourage a variety of people to be join PPG. The Pharmacy at the surgery had now been bought by a company from the Midlands. Dennis would ask Helen to join the group at future meetings.

The meeting ended; Dennis thanked everyone for attending. The next meeting 11.09.23