

## **PATIENT PARTICIPATION GROUP (PPG)**

### **ARGYLE PRACTICE**

#### **MINUTES OF MEETING HELD ON MONDAY 23<sup>RD</sup> APRIL 2018**

##### **ATTENDEES :**

Dennis Evans (Chair), Rose Blackburn, Jenny Nicholas, Stephen O'Conner, Brian Phelan.  
Andrea Howard, Judith Scourfield (Practice Manager) Lucie Jane Whelan (HDHB).

##### **APOLOGIES :**

Chris Taylor, Tony Wales

1. The minutes of the meeting held on 5<sup>th</sup>. February 2018 were accepted as a true and accurate record.

##### **MATTERS ARISING :**

1. The web site entry listing the number of doctors working in the Practice has been updated but the paragraph indicating how and when those doctors actually work has been deleted. JS stated that this has been done to avoid confusion
2. Job Vacancies – JD stated that although the Practice were short of doctors the “Job Vacancies” reflected other Practice staff vacancies and not vacancies for doctors.

##### **APPLICATION COMMITTEE UPDATE :**

The Chair (DE) informed the meeting that along with Dr. Cox they had attended the Application Committee Meeting which was held in Carmarthen on March 27<sup>th</sup> as observers. However both were given the opportunity to speak to the Committee and the Chair reiterated the need for the HB and the Practice to be involved in further discussions.

The Committee went into private session and as a result the following decision was reached, decision to close Neyland Surgery on April 1<sup>st</sup> was refused to allow further discussion to take place between the HB and the Practice. LJW informed the PPG that an emergency Application Committee Meeting has been arranged for Monday April 30<sup>th</sup> when a final decision would be reached.

BP was of the opinion that the closure of Neyland was a done deal and that the HB had not taken into account the views and feelings of the Neyland patients. LJW refuted that suggestion by stating that the drop in session had accumulated over 100 replies and that coupled with the stakeholders concerns and the concerns of the CHC the views of the Neyland patients had been well represented.

COMPUTER SYSTEM CHANGES :

The Chair (DE) informed the group that he had received an e-mail from the Chair of the Narberth PPG with concerns relating to the change from the current EMIS system to a new system and how any change might impact on patients. JS stated that there would be very little disruption and that the IT Manger was fully versed in what changes were required

ACTION : DE to contact Chair of Narberth and update him on the situation at Argyle.

AOB :

1. Chair raised the issue of Data protection in light of the introduction of a new data Protection Act in May. JS informed the committee that the IT Manager was working hard to ensure compliance.
2. JS informed the Committee that the Appointment system was being looked at again by Drs. Bari & Wilson. JS to report back on their findings.
3. Concerns were raised by the Committee when patients were not necessarily looking for an appointment but looking for advice and suggested that an Advice line was set up. JS to look into the possibilities.

DATE FOR NEXT MEETING :

Monday June 4<sup>th</sup> 2018 at 5pm at the Surgery.