

PATIENT PARTICIPATION GROUP (PPG) ARGYLE PRACTICE

MINUTES OF MEETING HELD ON APRIL 15TH. 2019

1. Attendees : Dennis Evans (Chair), Judith Scourfield (Practice Manager), Jenny Nicholas and Stephen O'Connor.
2. Apologies : Rose Blackburn, Tony Wales, Rachel Gibby, Mia Gillies and Lucie Jane Whelan (Health Board Rep)
3. The minutes of the meeting held in January 2019 were accepted as a true and accurate account of the meeting.
4. Matters arising :
 - (a) New appointment system – Judith reported that the new system had not been initiated because of operational concerns.
 - (b) Staff updates – reduction in staff hours – 9 sessions. Plans to hold an open day at the surgery – invites for registrars looking to stay and work in Wales.
 - (c) Chair reported that he had attended the first drop in event, only a partial success need for better advertising.
NOTE : next drop in session planned for May 13th. 2019
5. CHC visit feedback – Judith reported that Dr Wilson had written back to the CHC in response to their visit.
 - (a) The CHC picked up on patient queuing for appointments – this came about following requests to allow bookings at the front desk.
 - (b) Pre- booked appointments seemed to cause a higher DNA rate' so this system has been phased out.
 - (c) Text messaging has been considered and may be implemented when the new IT system is up and running.
 - (d) Following the closure of St. Clements – more morning appointments have been made available.
6. Community Network Forum – Chair reported that he and Rose had attended the event on behalf of the PPG however he was not sure how the Forum would move forward.

7. AOB :

- (a) Judith reported that the practice would be producing a news- letter which would be distributed at both surgeries, on Facebook and the web page. After discussion it was decided that PPG should put an article together inviting patients to join the PPG. ACTION : Chair to provide article for the news-letter.
- (b) Stephen suggested that the Practice approach the School with a view to educating youngsters on how a practice is run and how they can obtain treatment from a variety of health disciplines other than a GP. ACTION : Judith to progress.

8. Date for next meeting : Monday June 17th. 2019 at 5pm at the surgery.