

# **PATIENT PARTICIPATION GROUP (ARGYLE PRACTICE)**

## **MINUTES OF MEETING HELD ON**

**MONDAY 5<sup>th</sup> FEBRUARY 2018**

### **Attendees:**

Dennis Evans (Chairman), Chris Taylor, Judith Scourfield (Practice Manager), Rose Blackburn, Jenny Nicholas, Tony Wales, Brian Phelan, Sam Dentten (CHC), S.O'Connor, Dr. D. Wilson

**Apologies:** Helen Heaton (Healthy Lifestyles)

**Did Not Attend:** Lucie-Jane Whelan (Hywel Dda UHB)

1. **DE** welcomed everyone to the meeting.

**2 & 3. DE** proposed that the Minutes of the meeting on 27<sup>th</sup> November, 2017, and those of the special meeting held on 24<sup>th</sup> January 2018 be accepted. This was passed unanimously.

### **4. Matters Arising from the Minutes – November 2017**

**(a) DE** said that efforts to hold a meeting at the Pembroke Dock Community School with parents were still in abeyance, and further problems may occur as a proposal to limit the hours of teachers may result in problems for Friday meetings.

**(b) JS** reported that extensions to Lloyds Chemist were virtually complete and the disabled parking bays had been re-instated.

**(e) JS** produced the 'new' Appointment Card, giving the dedicated phone number for cancelling appointments, i.e. 01646-401960. It is hoped that this will be a step towards reducing 'no shows'.

### **5. Matters arising from Special Meeting 24<sup>th</sup> January – Proposed Closure of Neyland Surgery.**

**(a) (b) DE** and **JS** gave their respective views of the Public Meeting in Neyland, and generally agreed that, given the circumstances, it was a reasonable meeting. Frustration from the audience stemmed largely from the poor sound system, the weak Chairmanship, and general annoyance at the non-attendance of the local councillors, and anyone from the Health Board (HDB).

**(c) SD** largely concurred, and stated that his two members of staff who did attend, tried to correct false impressions from certain members of the public who were not entirely clear as to the role of the CHC. CHC had expected a representative from HDB to attend the Neyland meeting.

While CHC are still unable to appoint a representative to the PPG, SD said he would continue to attend in the interim, and Helen Williams was the lead for Pembrokeshire.

**(d)** A long discussion then took place regarding the PPG views on the closure application. **DE** produced a copy of a letter that the PPG had sent to Dr. Cox, and also a letter, (basically a formal statement addressed to all 'stakeholders'), from HDB, requesting

feedback by 14<sup>th</sup> February. Additionally **DE** said he had just received a copy of the letter, by phone, that the CHC had sent to HDB.

**Action: DE** to forward a copy to members following the meeting. (This was received by members as stated.)

The meeting resolved that **DE** respond to HDB giving the views of the PPG, before the deadline of 14<sup>th</sup> February.

**Actions: DE** to produce a letter as above, and to circulate to all members for comment and possible adjustment, prior to despatch to HDB. (Completed)

**DE** to seek to gain access to HDB meeting on 27<sup>th</sup> March as observer, with CHC.

**SD** to send a copy of their letter to HDB, to all three Councils.

**DE** to circulate latest CHC letter to members. (Completed)

**6. AOB.**

**CT** reported that a patient had said that the main website for the Practice contained errors, in that it stated there were '13 doctors on the staff', and 'No vacancies'. In view of the current problems this was unfortunate, and gave a misleading impression. **Dr.MW** said that at the present time, the Practice had 12 actual doctors, but as some were part-time, the actual FTE was 8.5, which was about 3.0 FTE less than required.

**Action: Dr DW** and **JS** said they would look at the problem and try to clarify the situation.

**7. Date And time of Next Meeting**

Monday 9<sup>th</sup> April 2018 at Argyle Street.

**The meeting closed at 1742 hrs.**