

PATIENT PARTICIPATION GROUP (PPG) ARGYLE PRACTICE

MINUTES OF THE MEETING HELD ON JANUARY 28TH. 2019

1. Attendees : Dennis Evans (Chair) Judith Scourfield (Practice Manager) Jenny Nicholas, Stephen O'Connor, Lucie Jane Whelan (Health Board Rep), Gwyneth Jones & Mia Gillies (Community Connectors) Rachel Gibby (PCC).

2. Apologies : Rose Blackburn & Tony Wales

The Chair welcomed Rachel and Mia to the meeting.

3. Neyland Patient switch & Boundary changes :

Judith informed us that the switch went well with just a few minor concerns. The number of patients that switched was 2,164 leaving a compliment of patients at Argyle at 22,532.

The new boundary followed the Clleadu waterway. No concerns raised.

4. Appointments – now running an emergency appointment system first thing in the morning with patients given a block time to return for their appointment. Patients are still queuing in the morning. There are 120 appointments available. The practice is still obliged to put some appointments on-line.

Difficult to put a cost for a “no show” only the fact that it deprives another patient from getting an appointment.

Judith informed the meeting that the practice will be taking on two Band 8 Physiotherapists. They will have their own patient list but will be able to direct patients to see a GP if required.

5. IT Failures : Minimum disruption to patients.
6. AOB : Rachel informed the meeting that a drop -in event has been arranged for Monday 25th. February in the PCC block adjacent to the surgery. This will be the first community hub event, tea and cakes will be provided. Need to monitor the event.
7. AOB : Lucie informed the meeting of a Community Network event on Monday 11th. February at South Pembs Hospital.
8. Date for next meeting : Monday April 15th 5pm at the surgery.

