

PATIENT PARTICIPATION GROUP (PPG) ARGYLE PRACTICE

MINUTES OF THE MEETING HELD ON 17TH. JUNE 2019

1. Attendees : Dennis Evans (Chair), Rose Blackburn, Mia Gillies, Judith Scourfield (Practice Manager), Tony Wales, Jenny Nicholas, Rachel Gibby and Stephen O' Connor.
2. Apologies : Lucie jane Whelan (Health Board Rep)
3. The minutes of the meeting held in April 2019 were accepted as a true and accurate account of the meeting.
4. Matters arising :
 - (a) Appointment system – JS informed the meeting that the new appointment system was not fully operational. Patients are queuing outside the surgery from 7.30 am , the number varies but the meeting was informed that all patients are offered an appointment for that day.
 - (b) May drop in event – not very well attended. Chair asked how the event was advertised, was it the right venue? A suggestion was made about using the children's reception room – Rachel to liaise with Judith.
 - (c) CHC Feed Back – Dr Wilson had responded to the CHC report – other ideas – a suggestion box in the surgery and the writing of a Home Visits Policy.
 - (d) Community event at South Pembs – Chair informed the meeting that Sarah Kemp had sent out an e-mail with details of the forum but no further contact had been received. ACTION : DE to contact Sarah.
5. Practice Newsletter – Chair informed the meeting that the newsletter had been produced and written up by Shona however there was a misprint with the Chair's contact details.
6. School Project- No progress made – JS to liaise with the School.
7. AOB
 - (a) Members felt that it was desirable for a rep from the CHC to attend the next meeting ACTION – DE to contact the CHC with an invitation to attend.
8. Date of next meeting : Monday August 12th at 5pm at the Surgery.