

PATIENT PARTICIPATION GROUP (PPG) ARGYLE PRACTICE

MINUTES OF MEETING HELD ON OCTOBER 14TH. 2019

Attendees : Dennis Evans (Chair), Tony Wales. Stephen O'Connor, Rose Blackburn, Mia Gillies, Jenny Nicholas, Lucie Jane Whelen (Health Board) and John Adam (Locality Project Manager).

Apologies : Rachel Gibby, Judith Scourfield.

1. Minutes of the meeting held in June 2019 were accepted as a true and accurate account of the meeting.
2. Matters arising :
 - (a) Appointment system appears to be working reasonably well although patients are still queuing but virtually all are getting same day appointments. Stephen asked how the patients had been informed of the new appointment system and enquired if the TVs positioned in the surgery could be used to inform patients of changes and updates. ACTION : Chair to ask Judith for comments
 - (b) Newsletter : It was seen as a good idea but needed time to become fully utilised. Tony suggested that the newsletter should be emailed to local councils, library etc to try and get a wider audience to read the newsletter. ACTION : Chair to ask Judith for comments.
 - (c) It was suggested that the TV screen in the surgery could be further utilised to inform patients about how the surgery is run and the job descriptions of employees e.g. Nurse Practitioner ACTION : Chair to ask Judith for comments
3. School Update : Lucie informed the meeting that Judith had been in touch with the school, but no further update was available.
4. Veterans Policy : Chair informed the meeting that at a recent Pembroke Town Council Meeting at which the CHC attended, a member of the public enquired about the Veteran's Policy being implemented. In the absence of Judith, Lucie informed the meeting that the Policy was being utilised but went on to state that not all ex-servicemen informed the surgery of their ex-servicemen status. Lucie also stated that she was working with Barry John from the VC gallery. ACTION : Chair to obtain update from Judith.

AOB :

1. Handicap Spaces – Rose was of the opinion that there should be more handicap spaces, patients are getting older and therefore more provision should be made.

2. Citizen's Advice : Tony was of the opinion that different advice was given out about the service depending on which receptionist you were talking to.
3. CHC – Chair explained why he had not asked for a CHC rep to attend the meeting. The CHC will be changing and he felt that further visits would not be of any benefit.
4. South Pembrokeshire Cluster : Lucie gave the meeting details of the work that the Cluster had been involved in –
 - (a) Lucie distributed a pamphlet outlining the Cluster background, contact details, how the Cluster was set up and who it includes
 - (b) Topics covered included –
 - (a) Outreach nurse for the elderly
 - (b) Healthy lifestyle advisor
 - (c) Social worker
 - (d) Counselling service
 - (e) Cluster physiotherapist

The meeting agreed that further updates would be beneficial, and Chair stated that he would make this an agenda item for the next meeting.

5. Date of next meeting ; to be agreed after discussing the situation with the Practice Manager.