***ESTUARY GROUP PRACTICE***

***PATIENT PARTICIPATION GROUP***

**MINUTES IN RESPECT OF MEETING HELD AT**

**GOWERTON HEALTH CENTRE**

**2.30PM WEDNESDAY 17th January 2024**

**Attendees and Absences: Welcome & Apologies:** Apologies were received from Dr L Baker. All other members of the group were present.

EGP was represented by Practice Manager, Barry Matthews and Dr. Gwyn Jones

The group welcomed Susan Jones to the meeting. Rose Lewis has resigned due to pressures of work.

1. **Minutes from previous meeting:** S Doughty pointed out that she had nor received an invite and so was unable to attend/send apologies. In addition she requested that the word apparently be removed from the sentence in item 5 which read Apparently there is always a doctor at each venue every day of the week. It was felt that the word was unnecessary and was agreed by the group.
2. **Appointment of Secretary:** There were no volunteers to act as secretary. It was agreed that a list would be drawn up and each person would take a turn.

Future meetings: It was agreed future meetings will be held at 14:30 on the 3rd Wednesday of each month.

Feb 21st, Mar 20th, April 17th, May 15th, Jun 19th, Jul 17th, Aug 21st, Sept 18th, Oct 16th & Nov 20th.

Dr. Jones said that attending monthly as opposed to bi-monthly meetings would further limit the number of GP appointments available to patients. It was agreed that GP representatives need not attend every meeting.

1. **PPG Notice update:** There was confusion over the placing of PPG information on Estuary Group Practice homepage. There was discussion on where it is best placed on the website. Barry Mathews will ensure the position is changed. Tym has agreed to print the initial copies of the notice to enable the group to circulate locally.
2. **EGP Activity Report:** Barry Matthews reported that there was lower activity through December. This is as expected during the Christmas period.

There was further discussion on the PPGs role in handling complaints. Dr. Jones pointed out that there are established processes to handle complaints about clinical issues and GPs and this is outside the remit of the PPG whose remit is for service issues.

Website issues: There was more discussion on the confusing nature of the clinician availability on the AskMyGP website.

Barry Matthews talked of the complexity of the IT system, that there were very few local options to change how and what data is presented and kept current. There is however an information box in which an explanation notice can be inserted.

1. **Matters reported to PPG:** There were no matters reported.

Discussion followed on the best form of initial response to requests so that people know their message has been received and being acted on. Initially, depending on the volume of requests, Chair Pam Dobson agreed to acknowledge receipt.

1. **Any other business:** Dr. Gwyn Jones brought to the group’s attention the financial, professional and personal pressure EGP and other primary care practices and practitioners are experiencing, and that limited funding for the year ahead will make matters worse. EGP has escalated the pressure it is under from 2 to 4 on a scale of 5. This has a bearing on funds received from Welsh Government. Dr. Jones pointed out that whereas the ratio of patients to GPs historically had been 1500/1, now it is 2400/1. Two experienced GPs had left the profession in the last year - one to early retirement, the other to academia. Appointing replacements has been problematic.

There was a small discussion regarding Patient knows best, there was a little confusion as to how to join the PKB, Kim Creaser has provided the following information

 If people have a NHS app and used it to view their Covid injection series then they will have a username and password. Then as follows

1. Log into NHS App with NHS login.
2. Enter your NHS login details.
3. Enter security code.
4. Click on any PKB jump-off point such as 'Care plans' found under the 'Your health' section.
5. Click continue to access PKB.
6. Agree to share your NHS login information with PKB.

And

People who haven’t registered with wales NHS app could watch this video

<https://apphelp.nhs.wales/help/nhs-login/>

1. **Time and Date of Next Meeting:** 14:30, 21st February 2024