

# ***ESTUARY GROUP PRACTICE***

## ***PATIENT PARTICIPATION GROUP***

### **MINUTES IN RESPECT OF MEETING HELD AT GOWERTON HEALTH CENTRE**

**2.30PM WEDNESDAY 17<sup>th</sup> June 2024**

1. Welcome & apologies.

The following members of the group were present: Pamela Dobson (chair); Paul Evans (secretary); Kim Creaser; Caroline Pierlejewski; Nigel Pierlejewski; Chris Latty.

EGP was represented by Nicola Smith and Dr. Gwyn Jones

Apologies received from Jude Biss and Sara Doughty.

2. Minutes for the previous meeting were accepted.

3. Further to previous discussions concerning email response to AskMyGP requests for a telephone consultation, Dr. Jones said that sometimes an email response is appropriate, but he will raise the issue in the next GP partner's meeting.

It was decided that EGP monthly data feedback would no longer be recorded as they are available to view on the EPG website.

Paul Evans passed on the experience of a patient who had phoned unsuccessfully over 40 times to make a GP appointment. On failing to get through, they drove to the Gowerton practice where a phone consultation was arranged. The phone consultation took place whilst the patient was in the surgery waiting room. The GP, they believe, was in the same building. There was no explanation as to how this 'bizarre' situation could have taken place.

Caroline Pierlejewski expressed the view that some reception staff were not dealing with patients with poor grasp of IT on-line systems, predominantly but not exclusively elderly, in a sympathetic way.

4. Having no email system for patients to contact the PPG remains a barrier to the group's effectiveness.

Pam Dobson reported that having contacted other PPGs, there seems to be no single solution to the issue.

Dr Jones pointed out data protection and privacy issues of patients giving personal, clinical details to non-clinicians on an insecure forum.

Pam Dobson will continue her research.

5. Any other business.

Kim Creaser asked whether patients be given earlier warning when the brand of their repeat prescription is discontinued. Nicola Smith said she would investigate, but Dr Jones said that GPs have no control of this, and that the pharmacist is the best source of advice.

Revisiting the issue of disabled access signage, Nicola Smith said that practice manager Barry Matthews is sourcing signs.

Pam Dobson is to make herself available at the Gorseinon surgery for a limited period to explain the role of the PPG to patients.

Next meeting - 17<sup>th</sup> July 2024.