

## PLAS MEDDYG PATIENTS PARTICIPATION GROUP

MEETING 24<sup>TH</sup> January, 2024.

**Apologies for absence.** James Green (JG), Jeffrey Baker(JB), Sandra Gilliard SG).

### **Attended.**

Eunice Kirby (EK) Mark Burgess (MB) Mick Downs (MD) Mike Tindall (MT) Pam Garofalo (PG)  
Mark Burgess (MB) Susanne Walsh (SW) Muriel Simmons (MS)

**Minutes of last meeting (Circulated)** – 29<sup>th</sup> November 2023 accepted.

### **Matters Arising.**

MB had discussed with the partners the query raised regarding flexibility in appointments. The partners had explained the difficulties this could cause, and the consensus was that it had to remain with one condition per consultations.

### **Surgery Update.**

MB confirmed he had provided details of the other PPGs in the PCN to SW.

Updates on staff were provided. Dr. Morfakis returning in February from his specialty placement. Dr. Thomas has left and moved to Surrey. Dr. Nwodo is now qualified and will be doing a few locum sessions. A second Care Co-ordinator will hopefully be employed from end of February to assist in patients queries.

72 new patients had registered since December. The majority within the 33 – 38 age group. Moving house was the main reason for registration.

The respiratory clinic at the Albion had proved very helpful to the surgery in coping with winter pressures. The clinic was not for those suffering from long term conditions.

Friends and family responses were detailed with the majority being positive. MB will investigate what can be done to improve the 'neither fair nor poor' and 'poor' and will report back.

MB reported that availability of appointments had been meeting demand.

### **Focus Group.**

SW reported she had contacted the other PPGs in the PCN but had only had a response from Albion. The flyer we had sent out to patients when the focus group started had been sent to the Chair of the Albion PPG.

At the moment there are four members in the focus group. Although the number was small it was proving very helpful in the exchange of information and support between those new to the condition and those who have been living with it for considerable time.

SW raised the difficulty that one member was experiencing in trying to get required medication sorted out. The practice's pharmacist had been helpful but unable to solve the problem and had suggested the patient make an appointment with one of the doctors. The patient had done so only to be told by the doctor, he was there to diagnose not to sort out medication. MS suggested that SW should ask the patient to write to MB with the details so that it can be investigated.

SW asked if MB could give any information on the 'My Chart' system which it seems some patients are able to access but not everyone. MS and EK both said they have the system and are both patients of Guys and St. Thomas Hospitals. MB said he would look into it further.

**PPG/PCN update.**

MT reported that he had not received any response to his approaches to the other PPGs in the PCN. MS had received a newsletter from BVSC in which Patrick Grey had detailed the work that would be carried out by the recently appointed Community Champion Co-ordinator. This work did not include the PPGs as promised when MS and MT had met with Patrick Grey. MT will write to Patrick Grey to seek clarification. MT expressed his concern that in the reorganisation to ICB the PPGs were being forgotten as the previous co-ordinators were no longer in post.

**Any other business.**

MS reported that a patient had expressed an interest in joining the PPG. Unanimously agreed to invite Mrs. Julie Laing to join the next meeting.

MS asked if MB knew where the recording could be found of the June Menopause Meeting. A presentation had been given to the Engagement Committee of the ICB and a website was going to be created to carry the information which could include any recording of the meeting. MB would look into it and advise.

**Date of next meeting.** 27<sup>th</sup> March 2024.

.....