

Plas Meddyg Surgery
Patient Participant Group Meeting
Minutes
Tuesday 21st July, 2020
Venue: Zoom call

1. Apologies

Dr Ralf Schmalhorst

2. Attended

Mike Tindall (MT) (Chair)

Muriel Simmons (MS) (Deputy Chair)

Mark Burgess (MB) (Practice Manager)

Jenny Phillips (JP)

Leanne Midwinter (LM)

Halima Patel (HP)

Sandra Gilliard (SG)

Ann Watson (AW)

3. Review minutes of last meeting, action log, matters arising and approval

The minutes of the 28th January meeting were approved. MT advised that Mavis Wilson was standing down from the committee, partly due to the meetings now being held over Zoom and she not having a computer. However Mavis is happy to continue helping out with church hall hire etc. MT will arrange a thank you card. Due to lockdown, Saby Ghosh's retirement do had not taken place and LM still has his leaving gifts. LM to advise him that we will have a meal when we can and will present him with gifts then. MW to be invited to that meal. JP had noticed from MB's Covid-19 update that Nurse Susan Grace is about to retire. MT will organise a card from the committee.

4. Plas Meddyg update

MB had circulated an update from the surgery including the latest national survey results.

5. Future direction of the PPG

MS thought we should be more focused on the surgery and its patients rather than the broader picture. We could have some speakers at some point but the committee had lost a bit of focus.

JP pointed that we were just at the beginning of a relationship with the other surgeries in the APL Primary Care Network and that we should develop that. Would also be good to promote health education.

MT put forward the idea that we should have experts within the committee for certain specialities, e.g. cancer, diabetes.

On the subject of communicating to the surgery's patients: JP commented that we have the PPG noticeboard; LM said that the virtual members rarely comment; MS was of the view that communications could be more patient friendly and she will

look into that; AW would like patients to be able to pick up physical copies and take them away.

The committee was in favour of having experts and the Chair was delighted that the zoom meeting had achieved something.

6. AOB

SG wanted to raise concerns with local pharmacy Warrens. Unfortunately we could not hear SG on the call but she was able to type her concerns which focused around blaming the surgery for issues they should be managing. SG cited 3 examples: a) Not sending a relative's meds in time; b) Blaming the surgery for missing a med which isn't current available and saying they should have contacted her. However the doctor wouldn't even know if the item isn't available until it's prescribed; c) They keep saying the surgery hasn't put through scripts that have clearly been sent to them.

SG added that they do now have a new manager which may help.

MB commented that problems with the two local pharmacies seem to go in cycles.

AW asked if the surgery could nominate a pharmacist – MB said no. JP thought Hollytree Pharmacy at Sidcup were good.

7. Date of Next Meeting. Tuesday 15th September 2020.