**WYLCWM STREET SURGERY - PATIENT PARTICIPATION GROUP**

**Minutes of the meeting held on 12th November 2019**

**In Attendance:** Juliet Tyler (JT) – Practice Manager, Chris Keeffe (CK) - Chair, Bob Andrews (BA), Tina Sharp (TS), Michael Harding (MH), Julia Roberts (JR), Rachel Jones(RJ)

**Apologies:** Chris Branford

**Minutes of the Meeting:** 10th September, 2019 - were agreed.

**Matters Arising:** – It is hoped that Dr Edwards will be back in April 2020.

**Practice Manager’s Update:**

Health Board Practice Review/Improvement Grant – Quotes for the front doors will go to Welsh Government by the end of November and no problem is envisaged.

Problem with Waiting Room door – Staff are now more aware of the problem and JT is investigating a mechanism for the door.

There has been no progress with funding of the Stroke Advisor, JT to check with Dave Coffey.

**Boots Update:** Still getting negative feedback with no replacement for the manager confirmed as yet. The locum is still on a rolling 3-month contract as the trainee failed his exams and has left Boots’ service. The Aberystwyth store manager is attending twice a week.

**Diaries:** – BA brought attention to the problem with diaries not being made-up far enough in advance causing difficulty with booking appointments. JT to speak to GPs.

**Mental Health Issues:** – TS and mental health councillor had difficulties in contacting a GP via phone over an urgent issue. Told to phone back but unable to get through. JT to check.

**Liaison with Hospitals** – member of RJ’s family, following advice from Hereford, was unable to contact a GP due to closure of surgery for training. Better care coordination needed.

**Overhanging Trees:** – these are due to be cut back and JT is waiting for notice from tree surgeon.

**AOB:**

The practice is about to move to Windows 10 and this will effect all IT-linked equipment.

The Community Hub would like closer links with the practice/PPG with the possibility of inviting Ruth Forrester to our next meeting. Rafia is willing to talk to the community about delayed antibiotics prescribing with a view to us becoming an ‘Antibiotic Guardian Town’.

Any ideas about attracting some younger members would be welcome.

Date of next meeting: Wednesday, 22nd January at 6.00pm at Wylcwm St.

The meeting closed at 7.10pm