**Wylcwm St Surgery PPG**

**Date: July 4th, 2017. Venue: Wylcwm St Surgery**

Present. **K Plant**, **C Plant**, **C Keefe, M Harding, T Sharp, S Taylor, J Roberts, J Tyler**

**1. Apologies -**  R Jamil. JT to contact re whether she wishes to remain on PPG.

# 2. Minutes & Matters Arising -

CK proposed acceptance. JT seconded.

JT expressed general satisfaction with report following Healthcare Inspectorate Wales inspection.

Signage – KP reported back that PCC highways dept required that request for highway signage should come from the Practice Manager. CP asked for clarification that the planned sign at the Clock Tower should say “Wylcwm St Surgery”, not “Minor Injuries Unit”. **JT to follow up.**

JT reported that cost of signage immediately outside saying “Minor Injuries Unit” would be £80 - £100+VAT. Discussion followed on what constitutes “minor injury”. Minor head injuries with no loss of consciousness, small cuts and wounds or generally any minor injury sustained in the previous 48 hours, were given as examples by JT but urgent attention for a pre-existing condition was not included. JR felt that a sign outside the Knighton Hospital redirecting to the minor injuries unit might be considered but JT was concerned re the practice’s capacity. TS suggested a notice in Boot’s, while KP suggested the Library. **TS volunteered to produce a poster and letter to send to local businesses etc.**

Access –

JT referred to a quote of £4000+ VAT for installing automatic doors. She said no funds were currently available but KP stressed that access was one of the first points brought up by the PPG so she felt reluctant to allow the issue to be set aside or a resolution of the problem postponed. JR wondered whether a power-assisted door would be affordable. JT noted that this would require levelling of approach, whereas automatic doors would not. MH noted that the push-button system at Boot’s starts closing too quickly. **JT to take issue to health board and to emphasise that the PPG has issues with access.**

Tests and test results – JT has been unable to resolve this issue. She explained that Shrewsbury has a contract to do warfarin testing. She added that eventually all bloods will go to Hereford. KP again questioned why the two hospitals and health authorities could not link for sharing results.

Registering online – CK noted that this had got more complicated and JT responded that security had been increased but anyone experiencing problems should call the helpline number on the surgery website. TS asked whether new patients are given all necessary info for registering online.

1. **Patient Questionnaire –**

JT distributed results of the 92 returns received and will select out those areas where responses indicated areas for improvement. She is aiming for 100 responses first. KP asked that results be available for the next meeting to allow the group to identify priorities.

**5. Practice website**

Practice website is now back in operation. It needs to be updated after being offline for months. This is now taking place.

**6. ENT provision**

KP reported being asked several times by patients re treatment for build-up of wax in their ears. JT noted that patients are currently referred to Brecon, then treated in Llandrindod. KP asked whether nurses can refer and whether it is common practice now not to irrigate ears.. JT acknowledged that micro suction is safer but said **she would see whether progress had been made with the idea of a Knighton clinic.**

KP noted that the previous practice manager had stated that patients had moved to the Meadows Practice over this issue.

**7. Domestic Violence – letter of proof for legal aid**

KP asked whether the practice charges for a letter of proof for victims of domestic violence in order for them to obtain legal aid. JT responded that charges are levied for services over and above what GPs are contracted to provide. She had not encountered this particular issue so would investigate. She noted that reports and supporting letters are regularly written without charge.

**8. AOB**

JR expressed thanks for the donation of Dr Davies’s old scales for town museum.

JR noted that the previous practice manager had sent out to restaurants, schools etc a “winter bug warning newsletter” but nothing has been received recently.

KP noted that refreshments had not been provided at recent meetings.

## 10. Next meeting -

12th Sept at 6.30pm. MH to do minutes. JR to chair.