

The *AshgrovePatient* Group

MINUTES of Meeting

Thursday 13 July 2017, 6.00pm – 7.00pm

Present: Steve Carter (SC – Chair) Pat Jones (PJ) Ronald Smith (RS), Peter Kerridge (PK)
David Hardman (DH) Sarah Powell (SP) Dr Rebecca Rowlands (RR)

1.0	Apologies for Absence – Barbara Morgan, Royston Davies, Terry Hopper, Phillip Woods, Nicola Pugh, John Bodger, Moira Moore	-
2.0	Confirmation of Minutes (27/04/17) – approved	-
3.0	Matters Arising (27/04/17)	
	4.0 Deputy Chair Vacancy – it is confirmed that Barbara Morgan remains temporary chair for the remainder of the year.	BM
	5.0 Installation of Lift – SP passed on a message from MM advising that she is still progressing an article in the local press to advertise our newly installed lift.	MM
	6.0 Access – The group would like to strengthen the TV slides regarding failure to attend appointments as they feel very strongly about this behaviour. The group suggest the slides should advise that 3x DNAs could result in you being removed from the Practice. They also suggested that a standard letter signed by them could be sent out in addition to/instead of one from the Practice to emphasise that it is other patients that suffer as a result of their failure to attend/cancel. SLP to discuss with MM/Partners and feedback.	SP
4.0	AOB	-
4.1	Doctors running late – The group asked that receptionists advise patients regularly if a GP is running late. This will at least give the patient the opportunity to re-book if necessary.	SP
4.2	Public Meeting/The Dewi Sant Project – SC and DH had been to a Public Meeting at the Muni earlier in the day. They were somewhat perplexed that the entire meeting centred around one Practice in particular and their plans for Pontypridd, i.e. the “Dewi Sant Project”. They felt the meeting was very biased towards that particular Practice. SC had voiced his concerns at that meeting. The Group felt that the plans put our Practice’s patients at a disadvantage, and that they had not been asked for opinion on the Dewi Sant project. The group would like to express their concerns formally. SC will take advice from MM, as the group appreciate this might be a sensitive issue for the Ashgrove Partners.	SC
4.3	Secretary – PJ advised the group that she wishes to stand down as Secretary. She wishes to remain part of the group. Volunteers to come forward at the next meeting.	All
4.4	Facebook/Social Media – RR asked the group for their opinion on the Practice’s presence on Social Media. The group felt that it was detrimental to the Practice and they would not be opposed to us using a “closed” type of social media, e.g. where only the Practice can post. Their feedback will be shared with the Partners.	RR
4.5	GP recruitment – RR felt it appropriate to advise the group that the Practice currently has a vacancy for a GP which we are finding very difficult to fill. This in turn will obviously affect the number of appointments we can offer and also impact on the current GPs’ workload. This will only get worse as we go into winter. The group appreciated the pressures on the Practice.	-

Dates of Next Meeting – 19/10/2017 6.00 – 7.00pm