

# ***ESTUARY GROUP PRACTICE PATIENT PARTICIPATION GROUP***

## **MINUTES IN RESPECT OF MEETING HELD AT GOWERTON HEALTH CENTRE**

**2.30PM WEDNESDAY 18<sup>th</sup> September 2024**

### **1. Welcome & apologies.**

The following members of the group were present: Pamela Dobson (PD) chair; Paul Evans (PE) secretary; Kim Creaser (KC); Jude Biss (JB); Susan Evans (SE); Chris Latty (CL); Sara Doughty (SD)

EGP was represented by Mandy H-Keefe and Dr. Gwyn Jones (GJ).

No apologies were received.

Caroline Pierlejewski and Nigel Pierlejewski have resigned from the group. The chair thanked them for their contribution.

### **2. Minutes of previous meeting were agreed.**

### **3. EPG follow up re disabled access.**

Signage is now visible on the building. Lowering the sign to a position suitable for wheelchair users is work in progress.

### **4. PPG contact – response from Welsh Government**

The lack of an email address remains a concern. KC reported that Welsh Government response to a request for financial help to set up an email account was not helpful.

### **5. Health Unlocked Platform – suitability for PPG use.**

PE talked about the pros and cons of using the HealthUnlocked platform – [www.healthunlocked.com](http://www.healthunlocked.com)

PE suggested that an account jointly managed by the EGP and the PPG could improve patient and community/EPG interaction, giving the community a greater say in how the practice runs.

GJ said that is not desirable as there is already a communication route for patient contact.

The group will explore HealthUnlocked for further discussion in the next meeting.

## **6. The updated Constitution.**

The following clause was inserted as 5f into the constitution:

‘Members are expected to offer their apologies in advance of meetings. Failure to do so on three consecutive occasions will result in the cancellation of the individual’s membership of the PPG.’

The term ‘constitution’ is to be amended to ‘terms of reference’.

Also, that the abbreviated typo for Estuary Group Practice needs to be updated from EPG to EGP.

## **7. Updated PPG Poster**

PE showed the comments box to be fitted at the Gowerton surgery.

GJ requested the line: ‘Formal complaints should be made direct to the practice, not this comments box’ be inserted.

The two keys will be held by Gowerton practice managers who will pass on messages to the PPG.

## **8. Any Other Business:**

None

Next meeting - 16<sup>th</sup> October 2024.