**Minutes of Gyffin/Llys Meddyg Patient Engagement Group (PEG) Meeting on June 11th 2024 @18.00 hours via Teams**

* + 1. **Attendees**

Saxon Ridley (SR) Chair

Stevie Fox (SF) Secretary

Sarah Bates (SB) Practice Manager

Amanda Parry-Williams Operations Manager (APW)

Diana Morton (DM)

Arvon Hughes (AH)

Neil Bryson (NB)

June Jones (JJ)

Amanda Parry-Williams (APW)

* + 1. **Apologies for Absence**

June Isbell (JI)

Malcolm Bleasdale (MB)

Medwyn Griffiths (MG)

Andrew Waldron- (briefly joined but did not stay as meeting had begun)

Steve Pickering (Resigned from PEG as he has moved away)

**SR** joined the meeting late due to computer problems

* + 1. **Declaration of potential Conflict of Interest**

None

**4. Minutes of the previous meeting (AGM) held on February 26th 2024**

Approved in English. As **MG** was absent, the Welsh version of the meetings was not approved.

**5. Matters Arising**

New member of the PEG**, JJ** had several questions from the minutes of the last meeting she wanted to raise, including the purpose/aim of the GP Practice, the number and response times of the telephone system and level of training of the care navigators. She stated she was unfamiliar with the AccuRx system. **SR** requested that she email her questions to him, so that he could respond or so that they could be discussed at a further meeting if appropriate.

**DM** noted that she received a message two weeks ago apologising for late response to an AccuRx. She also mentioned a situation with her husband. **SB** asked her to email her direct with the details.

**6. Report from the Practice Representative SB**

**SB** stated that two new Care Navigators and a new Advanced Nurse Practitioner were now in post. A midwife now holds her clinic once a week, and a Smoking Cessation Clinic had also been introduced, both in Llys Meddyg. **SR** queried how patients should learn of their blood test results; **SB** clarified that it is the patient's responsibility to ring the Surgery and check blood results, which is normal practice and patients are told this when they have their bloods taken. As the Surgery handles over 140 results daily, it would represent a significant additional workload to contact patients individually. This re-iterating is included in the next eNewsletter.

**7. Report from eNewsletter Editor**

**NB** reported that edition 4 of the eNewsletter was about to be published.

**8. Review and approval of present PEG documents**

There were no new PEG documents to review.

1. **Review of present PEG activities**

**SF** accepted the role of Website Monitor providing the duties were made clear. **SR** will draft a possible ‘job plan’ for **SF** and **SB** to consider.

**NB** queried the difference/functionality between the NHS Wales Health App and the My Surgery App, noting that only prescription requests can be made and asked if patients would be able to access their records or make appointments. **SB** said either could be used to contact the Surgery, however it is not possible to book appointments nor access records. However, patients can request their own health records by contacting the surgery.

1. **Task List**

**JJ** to email a synopsis of her questions and queries to **SR**.

**SR** to email SB and SF the roles of a website monitor.

**11.** **Date of next Meeting**

The next meeting will be September 10th 2024 at 18.00 hours via TEAMS.

There being no further business, the meeting closed at 19.01.