



PATIENT PRACTICE GROUP (PPG) MEETING

14th JUNE 2016

Present: Dr Henderson (JH), Sarah Chambers (SC), Keith Ainsworth (KA), Cameron Wilson (CW), John Kaighin (JK), Gladys Ward (GW) and Jane Mitchell (JM).

1. Apologies

Apologies were received from Bill Cuthbertson and Sheila Thomson

2. Approval of the previous minutes

The minutes from the previous meeting on March 29th 2016 were approved as accurate.

3. Matters arising

- **Focus Group meeting – the journey in and out of secondary care**

Meeting was held on June 2nd with patients, practice staff, Jane Mitchell (AVA) and Anne Docherty (Community renewal). There was, unfortunately, no representative from secondary care as Chris Littlejohn who was scheduled to come had a family emergency.

Dr. Martin McCrone gave an overview of the referral system and answered the numerous questions from the patients in attendance. Anne will circulate notes from the meeting with the date of the next one, where it is hoped to continue this theme with representation from secondary care.

SLC will circulate the date of next meeting when it has been decided.

JK informed the group he has a friend who has recently had experience of secondary care who would be interested in attending the next focus group. SLC asked JK to invite this lady when the date has been decided.

- **Actions as a result of Appointments Focus Group update**

All the actions that were requested at the appointments focus group are in progress:

- Phlebotomy appointments are now available to book online
- Clearer signage has been installed in reception directing patients to 'general enquiries', 'prescriptions' and 'check-in'.

- The TV screen in the waiting room has new software and the practice is in the process of creating new slides. SLC asked the group what information they would like to see on it and the following suggestions were made:
 - PPG
 - Vision Online Services
 - Alternatives to attending the GP surgery – e.g. pharmacist
 - Services available
 - Screening services offered
 - Details of our new Facebook page
 - Grampian Care Data and ALICE
 - Signposting
 - Aberdeenshire Voluntary Action
 - E-Consult

It was agreed that slides would be made up with the above information in preparation for the next PPG meeting. The PPG members can then watch the slide show and give feedback.

4. Patient Survey Action Plan Progress

SLC updated the group on the progress to date on the Patient Survey action plan:

- Appointments – it was agreed to advertise the alternative to attending the practice more on the website, in the waiting room, through the staff, on social media.
 - A new Banchory Group Practice Facebook page as been created – this will act as a digital newsletter and has been very well received.
- Access – it was agreed the practice would take on more receptionists to help answer telephone calls more quickly and we would promote Vision Online services to reduce the number of phone calls coming into the practice.
 - Two new receptionists have now started with the practice
 - Vision Online Services are being promoted across the practice
- Seeing the Clinician – it was agreed the receptionists would keep patients informed if the Doctor or Nurse is running late and approximately how long.
 - GPs and Nurses are now better at keeping reception informed so they are able to keep patients informed.
- Reception – it was agreed the practice would look at altering the windows at reception.
 - We have received one quote for £12,000 + VAT. We are awaiting NHS Grampian to come out and have a look at the alterations needed and provide us with details of the contractors they use to offer suggestions on more cost effective solutions.
- Surgery pod – the practice has applied for funding for a surgery pod.

- The surgery pod has been ordered and the network port installed. The practice is awaiting the electricians to install power sockets and the surgery pod can then be installed.
- It is hoped that PPG members can be trained up to become 'Surgery Pod Champions' to be able to promote it and show patients in the waiting room how to use it.
- Phlebotomy appointments – the practice will look into how it may be able to provide a more holistic approach and prevent the patient from having to make another appointment for bloods to be taken.
 - The practice is in the process of training another phlebotomist.
- Visual display screen – the practice will request a quote to be discussed at the next PPG meeting.
 - A quote was received for £5000 +VAT to have a visual patient call system and media suite. It was however decided that the practice will look to make improvements to the existing set-up before looking further into this.
- Other – it was agreed the practice would display a map of the building in the waiting room to allow patients to find their way around more easily
 - This has been installed along with 'you are here' maps around the building.
 - The Nurses' rooms have been re-numbered to follow the existing GP room numbering, which makes more sense and it should also stop patients going to room 1 when they had been called to 'nurse room 1'.
 - The Nursing team uniforms have been changed to help identify the role they do, which should hopefully allow easier identification of Practice Nurses who are able to answer more complex questions. The new colours are as follows:
 - Practice Nurse – navy
 - Health Care Assistant - pale blue
 - Phlebotomists – mid blue

5. E-Consult (WebGP) update

It is hoped that the practice will go live with E-Consult in the next few weeks. It will be advertised on our website, Facebook page and in the waiting room.

6. Mystery shopper telephone audit

No telephone audit questions had been completed.

7. Feedback from patients (PPG/SC)

- Nine slips had been posted in the suggestion box relating to:
 - The intercom
 - Receptionists
 - Check-in
 - Extended hours

- Waiting room being too hot
- The new map of the building

These slips were discussed with PPG members.

- CW raised an issue some of his friends at school had reported about not receiving sufficient information from secondary care following a small operation. JH advised this information would come from the hospital and not the surgery as when a GP refers a patient at that point they don't know what action the hospital doctor will take. JH asked for specific examples to be emailed in so that we could feed this back to the relevant hospital department.

8. Any other business

- JM informed the group she has been working with the Older People's forum in Banchory. They meet very two months and are planning an event in September. SLC asked if they would like to come to our next meeting – JM will ask them.
- The group asked if there had been any progression in the new building plans. JH reported that they were working closely with the council and NHS Grampian and it was progressing, albeit very slowly. The idea is to build a facility to co-location of health and social care. He also informed the group that we are already improving our working relationships with the community terms and in turn patient care with the introduction of the 'Virtual Community Ward'. This 'admits' vulnerable patients to a 'virtual' ward where they are closely monitored by the GP, Nursing staff and social care without leaving their house. The GPs have also started attending a meeting called the 'Core team' meeting with representation from health and social care, where patients are discussed to improve communication of patient care and continuity of that care.

Date and Time of Next Meeting

Tuesday 30th August 2016 at 7.30pm