



## **PATIENT PRACTICE GROUP (PPG) MEETING**

**15<sup>th</sup> September 2015**

Present: Dr Henderson (JH), Sarah Chambers (SC), Lesley Shearer (LS), Isobel MacDonald (IM), Brian Smith (BS), Keith Ainsworth (KA), John Kaighin (JK), Bill Cuthbertson (BC), Cameron Wilson (CW) and Danny Williams (DW).

### **1. Apologies**

Apologies were received from Baldeep McGarry

### **2. Approval of the previous minutes**

JH went through the minutes from the previous meeting on June 18th.

### **3. Matters arising**

- Leaflets in the waiting room

It was agreed that a stand of leaflets should be placed in the foyer, between the automatic doors to see if patients prefer this location. However it was acknowledged by the group that patients increasingly use the internet for information instead of coming to the surgery to look for a leaflet on any given subject.

(Post meeting note – the leaflet stand is unable to be located in the foyer as it triggers the automatic door senses).

- GPWeb

The group was informed that the practice is to become a pilot for 'GPWeb'. This is a website with lots of information about a whole range of health issues. It will be accessed through the practice website so that patients can find out information about their ailments including, signs and symptoms, treatment options and what they can do to help relieve the problem. There will also be an option to contact the surgery for advice. It is hoped that this will allow patients to help themselves and not have to see the Doctor unnecessarily.

- PPG Logo

LS's daughter has designed a new logo for the patient group, which was sent to JH. It was agreed that LS would send this to SC who could then circulate it to the rest of the group for their comments.

#### **4. PPG Logo**

The group discussed the proposed PPG logo which will be used on PPG stationery including suggestion cards, letters etc. It was agreed that the design should be amended to say 'Banchory PPG' and have 'Patient Participation Group' written beside the log when it is used.

#### **5. Community Renewal**

Anne Docherty was unable to attend the meeting but had sent a written update of the work Community Renewal have been doing in the area. One of the suggestions in the update was that the PPG members could attend the various community meetings that were planned and feedback to the practice. All thought this would be a good idea and it was agreed SC would contact Anne who could co-ordinate who goes to what with the PPG members.

Anne also proposed that a 'Focus Group' be set up to include PPG members and again this was supported by the group. SC to send PPG contact details to Anne so she can speak to members directly.

#### **5. Patient Survey**

The group discussed areas they thought the Patient Survey could focus on. These included:

- Access
- Reception/Waiting room
- Clinical experience
- Services

SC will contact the virtual PPG members for further suggestions and then draft a survey to be discussed at the next meeting in November.

#### **6. Local Directory of services**

The group had done a scoping exercise to see what other publications were available to inform people of what services are available locally. It was found the Rotary booklet had ceased publication in 2008 and the Aberdeenshire council one in 2011. It was therefore agreed to use the information in these booklets as a starting point to find out what health services relating to health are running locally. Members will email SC with what they find so she can start to compile.

#### **7. Intradoc**

SC showed the group the PPG intranet called Intradoc. This is a web based application which can be accessed from members' homes. The calendar will be used to plan meetings the members are invited to as well as store documents and meeting papers. Each member will be sent login details.

#### **8. Members update**

IM informed the group she was stepping down after six years of membership. The group thanked her for her contribution to the group and support of the practice over such a long time.

SC welcomed two new members – DW and CW and advised the group that another two ladies have joined but were unable to be at the meeting.

To date, 37 virtual members have joined the group and this is growing on a daily basis. The virtual group allows patients to give their views and suggestions via email to be discussed around the table at the PPG meeting.

## **9. Feedback from Patients**

SC advised the group she had received a letter from a new patient suggested an alternative to our current appointment system. The group discussed this but felt the current system of 'book on the day' appointments, offer to speak to duty doctor or telephone calls worked well.

It was agreed that Lesley would take over the role of collating the suggestions from the box in the waiting room.

## **Date and Time of Next Meeting**

Tuesday 24<sup>th</sup> November 2015 at 7.30pm