



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

**22<sup>rd</sup> AUGUST 2017**

Present: Sarah Chambers (SLC), Jane Burnett (JB), Dr. James Henderson (JH), Gladys Ward (GW), Bill Cuthbertson (BC), John Kaighan (JK), Gill Whatling (GW) Robert Murison (RM).

### **1. Apologies**

Apologies were received from Danny Williams, Jane Mitchell and Brian Smith.

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

The minutes from the previous meeting on May 23<sup>rd</sup> 2017 were approved as accurate.

### **3. Matters arising**

No matters arising

### **4. E – Consult**

At a recent meeting with the designers of eConsult, practices voiced their concern that it hasn't been marketed in the way the idea was sold to them, i.e. as a way of patients obtaining self help, self referral and as a last resort contacting the practice via an eConsult message. The marketing materials and practice website banner are being re-designed to more accurately reflect what practices want.

SLC passed round a graph showing the usage of eConsult and the affect of campaigns such as Facebook posts, text messaging and promotion by the receptionists. GW said her husband had used it and found it very easy to navigate.

### **5. Patient Survey Action plan update**

SLC went through the progress to date on the actions agreed from the patient survey.

- *Continue to promote Vision Online Services (VOS) for ordering prescriptions and appointments*
  - A promotional board has been set up in the foyer with a supply of VOS registration forms so patients don't have to ask at reception for forms.
  - VOS registration forms are also included in the new patient packs to be given to all patients joining the practice.
- *Continue to promote E-Consult for self-help and advice*

This continues to be promoted by Facebook, text campaigns and promotion by the receptionists.

- *Appointment audit and re-design to address appointment issues.*

The audit will take place in September/October and then a working group set up of staff from each department to shape the new design.

- *Evening educational events*

The Healthy eating/lifestyle event was well received in June. The one for September was planned to be around 'Common childhood ailments & first aid' but difficulty in finding a speaker has meant this has had to be postponed until next year. Instead the next event will be about 'keeping your independence' (next agenda item).

- *Explore the possibility of opening extended hours*

The practice is in the process of determining if offering extended hours is possible. A plan is being developed and a decision will be made in September.

## **6. Evening Educational Events programme**

SLC circulated posters and flyers to the group advertising the next educational event to take place on Monday September 25<sup>th</sup> at 8pm in the Banchory Guide Lodge. The group will display posters in the library, Inchmarlo retirement village and the East Church, and hand flyers to those interested in attending the event..

The event has been advertised in the following places:

- The practice website and Facebook page
- Banchory buy, swap, sell Facebook page
- Banchory Business Association Facebook page
- Banchory District Initiative Facebook page
- River Dee radio

RM volunteered to share the post on 'Dyslexia Scotland North East' Facebook page too.

It was suggested it also be placed in the Banchory Community notice boards outside the old Subway shop and Brian Smith's funeral home. SLC will contact Brian to see if he knows who has the key to these boards.

*Post meeting note – poster now displayed on the Community board – thanks Brian.*

## **7. Carers' Support meeting**

SLC informed the group that the next Carers' support meeting will be on Wednesday August 30<sup>th</sup> at 6.30pm in the waiting room. This will be an informal meeting where Carers can meet others and chat.

## **8. Reason For an Appointment**

Our receptionists currently ask patients the reason for an appointment if they book a Nurse, telephone or Duty Doctor Slot. The Doctors would like this to be extended so we ask all patients. This not only allows the GP to better prepare for the consultation, it also allows reception to better help the patient by signposting appropriately. As we'd like to explain to patients why this is necessary, Dr. McCrone will record a video of himself explaining why this is required so it can then be displayed on Facebook, the practice website and on the waiting room screen. All agreed this was an excellent idea.

## **9. Feedback from patients**

RM asked if there was any truth in the rumour he'd heard about the ambulance base being moved from Banchory to Aboyne. JH said he hadn't heard this and suggested RM ask the First Responders when he joins next week. All agreed if this were true it would make no sense as the majority of the population live in Banchory. There followed much praise for the ambulance service.

The question was asked if the new building plans were any further along to which JH confirmed the practice was still at the top of the list but there was still no funding available. RM asked if we had the support from the Local Council, which was confirmed we do.

## **10. Any other business**

RM informed the group the new roof top gardens at ARI have opened and are worth a visit.

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

Tuesday November 14<sup>th</sup> 2017 at 7.30pm