



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

**13<sup>th</sup> MARCH 2018**

Present: Sarah Chambers (SLC), Jane Burnett (JB), Dr. James Henderson (JH), Gladys Ward (GW), Bill Cuthbertson (BC), John Kaighan (JK), Gill Whatling (GWh), Brian Smith (BS) and Danny Williams (DW).

### **1. Apologies**

No Apologies were received.

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

The minutes from the previous meeting on November 28<sup>th</sup> 2017 were approved as accurate.

### **3. Matters arising**

- The video campaign by Dr. Martin McCrone has been released on Facebook and can be seen on the screen in the waiting room. In it Dr McCrone explains what patients can do to help the practice, which includes consulting a pharmacist, E-Consult and when calling the surgery why it is vital patients inform reception what the problem is so they can be directed to the most appropriate service.
- The appointment audit has been completed and new models of working are being investigated which suit the needs of our patients, our clinicians and our staff
- The next evening educational event, entitled 'Looking after the kids', will be focusing on childhood emergencies and will take place on March 26<sup>th</sup> in the Banchory Guide Hut.

### **4. Caller Display**

Following the suggestion at the last meeting of having a Caller Display in the waiting room, a new system has been ordered. This will display a patient's name on the screen in the waiting room, which should alleviate the problem of patients not being able to hear when they're called. The plan is to also have a smaller screen in the Nurses' waiting area for patients seated there. Both screens will continue to display the information they do now but when the clinician 'calls' a patient the media loop will be paused and the patient's name will appear.

### **5. Carers' Support meeting**

The next Carers' support meeting will be on March 22<sup>nd</sup> at 6.30pm in the waiting room. Cara Gall will be giving a talk on the new Carers' legislation; Ian Powell will be demonstrating the new Anticipatory care planning app and Heather Knowles, from Quarriers, will be doing a short meditation.

## 6. PPG Promotion

SLC informed the group that she would like members themselves to take more of a lead in the running of the group and for it to become more visible in the community. The following items were suggested and discussed:

- Constitution

A draft constitution was circulated and discussed with members in support of adopting a more formal, structured approach. It was agreed to remove any finance elements at present so SLC will amend the document and re-circulate. JK expressed concern that if eight members were considered quorate, the group would never be able to make a decision. However going forward, with the promotion of the group, it is hoped more patients will join so it was agreed to leave it at the given level for now.

- Chairperson

It was agreed that members would send nominations for Chairperson to SLC by the next meeting so that a new chairperson could be voted for at that meeting. The elected chair would then be responsible for gathering items for the agenda, liaising with SLC before the meeting to enable SLC to produce and send out the agenda, and then of course chairing the meetings.

- PPG Notice board

Having a PPG notice board in the waiting room was discussed with details of what the PPG was about, who the members are and how to get in touch with members. It was suggested that the board displayed photos of all members along with their contact details but some were not happy to have personal contact details displayed. It was therefore agreed that a generic email address would be set up which would forward emails to all members. This should have an automatic reply to state that the email had been received and would be discussed at the next PPG meeting. The board would also make clear that patients could continue to write comments/ suggestions on the slips and post them in the box.

- PPG Facebook page

Having a PPG Facebook page was discussed and SLC will set this up with input from DW. This can then be promoted on the practice PPG page. DW advised he would be able to do this until June but may then have to pass the reigns to another student as he will be working. He will speak to his guidance teacher to see if there is anyone in S4/S5 who would like to join the group

- Other ideas

The idea of having a flyer to promote the group was suggested which could be mail dropped around pharmacies and churches, as well as a Newsletter going forward which could inform patients of what had been suggested by patients and what actions had been taken as a result.

JM advised the group that the 'Scottish Health Council' is able to support PPG's and help them develop. AVA Social Media can also help with training. She advised that Laurencekirk PPG put on an information gathering event to find out what was going on in the area so that members could signpost patients.

## **7. Feedback from patients**

Only one comments slip had been received which requested the surgery not to move from its current location, however as the Banchory plan has allocated the site at Silver bank for 'Health', then it is likely that a future premises will be located there as the current site does not provide any scope for extension.

## **8. Any other business**

SLC circulated a document entitled 'Top Ten Tips when seeing your GP' written by a GP in England. She asked members if they could read through it and pick out the bits they think are important so that a PPG version can be written and circulated. Members were asked to have this ready for the next meeting.

Jane Mitchell (AVA) brought information to share with the group:

- Alcohol and Drug partnership – survey results
- Minor Injury units review meeting regarding the unit at Aboyne being held on March 19<sup>th</sup>
- Alliance is offering patients an opportunity to learn about the new contract which will take place on March 28<sup>th</sup>. To book tickets visit <https://www.eventbrite.co.uk/e/grampian-your-gp-and-you-tickets-43351486463>
- Locality plans – draft plans are available to view on the Aberdeenshire council website
- Health and Social Care Partnership are looking for a lay person to sit on the integrated joint board

JK advised the group he would be stepping down with immediate effect having been on the group since September 2011. SLC and JH thanked him for all he had done for the practice.

It was agreed that members who have not been able to attend recent meetings would be asked if they wished to continue to sit on the PPG. SLC will email them.

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

Tuesday April 24<sup>th</sup> 2018 at 7.30pm