



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

**15<sup>th</sup> NOVEMBER 2016**

Present: Dr Henderson (JH), Sarah Chambers (SLC), Gladys Ward (GW), Danny Williams (DW), Lesley Shearer (LS), Sheila Thomson (ST), and Jane Mitchell (JM).

### **1. Apologies**

Apologies were received from Bill Cuthbertson, Keith Ainsworth, John Kaighin, Sarah Reid and Cameron Wilson.

SLC informed everyone that Cameron had given notice to retire from the group as he had started working on Tuesday evenings.

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

The minutes from the previous meeting on August 30<sup>th</sup> 2016 were approved as accurate.

### **3. Matters arising**

- Waiting room screens

LS said she has watched the new screens and they were legible and gave enough time to read before changing.

- Evening Educational Events

SLC had asked the vPPG and posted requests for topics on the BGP Facebook page, giving the following examples of potential subjects:

- Dementia - how to recognise the signs, help available (inviting in local services/agencies)
- Eye Disorders - inviting an Eye Consultant from the hospital?
- Lifestyle and healthy eating
- Prostate Cancer
- Breast Cancer
- First Aid
- Pain Management
- Skin conditions
- End of Life
- Stroke

Patients had replied to support these suggestions but also to suggest their own topics:

- Testicular Cancer – patient also volunteered to be involved in this event
- Depression
- Menopause
- Urinary Tract Infections
- Meningitis
- Polymyalgia
- Volunteering
- Funding available for projects

LS suggested Allergies and Miscarriage/Still birth.

It was agreed that the question would be put in the Patient Survey but in the meantime a Skin Conditions event, as this would have the widest audience, would be organised for March. Once the results are collated from the survey, we will be able to see which topics have been most requested and we can seek to organise events around them.

ST will send details to SLC of how who to contact to book The Guide Hall in Banchory.

Following on from the FB comments, where it was also requested a Carers Support Group was organised, JM will contact Quarriers to see what support is available locally.

#### **4. Community Renewal Update**

'Digital GP' – ST did not get a place at the event but they are now planning a road show around Scotland. Once the details are confirmed she will send these out as it would be good for a PPG member to attend.

ST is going to a conference this week about how GPs could safely share patient contact details with the third sector.

March 22<sup>nd</sup> – Community Renewal will be holding an event for patients and practice staff to show case all the work they have done over the last two years. Details to follow.

New services – Defence Medical Welfare Service – an independent charity providing free help and support to the Armed Forces Community whilst receiving medical care. Amanda Fraser is our local contact – 07721 127 784.

#### **5. Patient Survey 2017**

SLC circulated sample questions for the 2016-17 patient survey. The idea this year is to keep the survey short, so it's not off-putting, and open to encourage patients to make comments rather than tick boxes.

ST will send SLC the listening survey questions as these worked well. SLC will then circulate a second draft via email for amendments/approval so that the final draft can be published in the New Year.

#### **6. E-Consult (WebGP) update**

SLC asked the group to have a look at the site, accessible from the BGP website homepage, and feedback at the next meeting.

## **7. Surgery Pod**

SLC advised the group we are still awaiting the privacy screen. No date has been given for this despite many chasing emails. ST advised the neighbouring practice, who have also bought a surgery pod, are in the same boat.

## **8. Mystery shopper telephone audit**

No telephone audit questions had been completed.

## **9. Feedback from patients (PPG/SC)**

- Nine slips had been posted in the suggestion box relating to:
  - New premises
  - Extended opening
  - Prescriptions
  - Waiting room
  - Positive comments relating to the practice x 2

These slips were discussed with PPG members.

## **10. Any other business**

Well Man checks were discussed. Patients can book a ten minute appointment if they want to discuss their health. Once the surgery pod is operational, patients will also be able to use that to record basic health information.

New premises - NHS Grampian and the Council are working together to find a solution as everyone is in agreement that the current premises are no longer adequate.

LS asked if some mens' magazines could be put in the waiting room

SLC to send details of E-Consult, Facebook and online booking to DW for him to pass to his guidance counsellor for circulation around the school.

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

Tuesday February 7<sup>th</sup> 2017 at 7.30pm