



PATIENT PARTICIPATION GROUP (PPG)

16th OCTOBER 2018

Minute of Meeting

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| Present | Chair – Sarah Chambers (SLC) Dr. James Henderson (JH), Bill Cuthbertson (BC), Gill Whatling (GWh), Nathan McKeown (NM), Philip Milne (PM), Gladys Ward (GW), Brian Smith (BS), Chris Third (CT) |
| Apologies | Jane Burnett (JB), Jane Mitchell (JM) and David Cooper (DC) |

| No | Key Issues / Actions | Action |
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| 1 | Welcome & Apologies SLC welcomed new members and listed the apologies she's received. | |
| 2 | Approval of previous minute of 17th July The minute of the last meeting was accepted as a true and accurate record. | |
| 3 | Matters Arising <ul style="list-style-type: none"> • The video of Dr. McCrone was removed from waiting room screens. • PPG member photos are now displayed in the waiting room. • BC had produced a patient account of the Chronic Medication Service, which was reviewed by the Practice Pharmacist and suggestions made. BC will make changes and send the document to SLC for posting onto the PPG facebook page • The eConsult video has been added to Facebook following the suggestion at the last meeting. • The evening educational event scheduled for October 8th has been postponed. Date of the 2019 events will depend on the hall availability. SLC has asked if the hall will be available any evening earlier than it has been as ideally the events would be held from 6.30pm until 8pm. | BC |
| 4 | PPG Toolkit CT worked through the PPG Toolkit and will produce a report on the discussions and plans made by the group. | |

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| 5 | <p>Stonehaven PPG offer</p> <p>Stonehaven have offered to meeting with the group to share their experience and ideas. All agreed this would be beneficial. SLC to contact JM for contact details.</p> | SLC |
| 6 | <p>New Building update</p> <p>JH updated the group of the progress of the practice in its efforts for a new building. The work is gathering momentum and the plan is to have a plan to submit to Scottish Government by Summer 2019.</p> <p>CT highlighted the importance of PPG backing and informed the group that Keith PPG had lead a petition for a new practice there which, with 1000 signatures, earned them a visit from the MP. JH voiced his support for the idea.</p> <p>JH asked members to think about what they would want to see in a new Health and Social Care hub and to feed ideas back to the practice.</p> | All |
| 7 | <p>Feedback from patients</p> <p>SLC read out the suggestions slips received, which were discussed.</p> | |
| 8 | <p>Any other business</p> <p>JH asked the group if they had used eConsult as the practice is currently trying to promote it as another means of access. Members were encouraged to look at it and promote it within the community.</p> <p>BC asked if patients had to now purchase a car parking ticket when parked in the patient spaces. It was confirmed they do not. BC asked if the information on the waiting room screens could be checked as this was not was a patient had reported it said.</p> | All SLC |
| 7 | <p>Date of Next Meeting</p> <p style="text-align: center;">Tuesday 29th January 2019 7.30pm Banchory Group Practice</p> | |