



**PATIENT PARTICIPATION GROUP (PPG)**

**20<sup>th</sup> August 2019**

**Minute of Meeting**

<b>Present</b>	<p><b>Chair</b> – Sarah Chambers (SLC)</p> <p>James Henderson (JH), David Cooper (DC), Gladys Ward (GW), Gill Whatling (GWh), Brian Smith (BS) Mary Lennox (ML) and Sue Rudge (SR), Freb Barber (FB)</p>
<b>Apologies</b>	<p>Bill Cuthbertson (BC) Nathan McKeown (NM), Jane Burnett (JB), Philip Milne (PM) and Sarah Reid (SR)</p>

<b>No</b>	<b>Key Issues / Actions</b>	<b>Action</b>
<b>1</b>	<p><b>Welcome &amp; Apologies</b></p> <p>SLC thanked everyone and gave apologies. PM has tendered his resignation from the group.</p>	
<b>2</b>	<p><b>Approval of previous minutes of 21<sup>st</sup> May and 15<sup>th</sup> July</b></p> <p>The minutes of the last meeting on May 21st and the planning meeting on 15th July were accepted.</p>	
<b>3</b>	<p><b>Matters Arising</b></p> <ul style="list-style-type: none"> <li>• SLC has contacted Feughdeewest Community Council (FWCC) and Crathes/Drumoak/Durris community council (CDDCC) to ask if they would like to have a representative on the group. No reply from FWCC so GWh offered to liaise with the group. CDDCC said they would be interested and will reply in 1-2 months when they have re-instated the committee.</li> </ul> <p>SR produced a copy of the Drumoak and Durris newsletter which the PPG could advertise its events in (13<sup>th</sup> Sept is the cut off date for the next issue). The question was asked whether Banchory had something similar as it was funded by adverts, but ML said it was the delivery of such a publication to an area as big as Banchory that was prohibitive.</p> <ul style="list-style-type: none"> <li>• PPG flyer has been circulated and copies put on the PPG notice board.</li> <li>• ML contacted the council and confirmed that the practice would retain its current number of car parking spaces but additional spaces could not be acquired.</li> </ul>	

	<ul style="list-style-type: none"> <li>• The BP check letter has been amended.</li> <li>• The patient services link on the practice website has been updated.</li> <li>• Advertising locations – everyone has put up posters in the locations listed at the planning event. Further ideas were discussed and allocated: <ul style="list-style-type: none"> <li>○ Tesco/Morrisons – SR</li> <li>○ Noticeboard outside Brian’s shop – BS</li> <li>○ Registrar’s office/museum – BS</li> <li>○ Raemoir Garden centre - GWh</li> </ul> </li> </ul>	SR BS BS GWh
<b>4</b>	<b>Fred Barber – Inverurie PPG</b>  SLC welcomed Fred to the meeting who informed the group he was looking to invigorate the Inverurie group by visiting other PPGs to gather ideas.  Fred explained that Inverurie is the biggest practice in Britain with a list size of 27,500 patients and have a new Hub which houses the practice and other health and social care providers.  The group suggested the following: <ul style="list-style-type: none"> <li>• Patient survey</li> <li>• Evening educational events (where PPG can promote themselves)</li> <li>• PPG Noticeboard in the waiting room</li> <li>• Suggestion box</li> <li>• PPG Facebook page</li> <li>• Virtual group</li> </ul>	
<b>5</b>	<b>0345 feedback</b>  The practice has received positive comments about the new number.  FB stated that Inverurie have a 0345 number but there are so many people trying to get through that very often the call has not been answered within the 20min queueing time and the caller is cut off. They have eight lines and have been told they cannot increase this number so are trying to encourage patients to go online.	
<b>6</b>	<b>Evening Educational Event</b>  BS gave his apologies as he is on A/L on Sept 4 <sup>th</sup> .  The format of the evening was discussed and PPG member jobs were allocated as follows: <ul style="list-style-type: none"> <li>• Meet and greet – SR and GW</li> <li>• 5 min welcome – thank everyone for coming, give an overview of the PPG, invite people to visit the PPG table after the talk and introduce JB.</li> </ul>	SR & GW  GWh

	<ul style="list-style-type: none"> <li>• PPG table – man the table, give out leaflets, forms etc and answer questions.</li> </ul> <p>SLC will open up the hall at 6pm and set up. PPG members will need to arrive before 6.30pm to take their places and familiarise themselves with the PPG table contents. It was agreed there following should be available, which SLC will print and take to the event.</p> <ul style="list-style-type: none"> <li>• The information currently on the PPG noticeboard: <ul style="list-style-type: none"> <li>○ Mission statement,</li> <li>○ Aims</li> <li>○ How to join the PPG</li> <li>○ PPG email address</li> <li>○ Names/photos of members.</li> </ul> </li> <li>• PPG application forms</li> <li>• PPG flyers</li> <li>• Suggestion slips and suggestion box</li> </ul> <p>It was suggested that PPG members should wear name badges. SLC will prepare these for everyone.</p>	<p><b>DC &amp; ?ML</b></p> <p><b>SLC</b></p> <p><b>SLC</b></p>
<b>7</b>	<p><b>Feedback from patients</b></p> <p>No feedback received.</p>	
<b>8</b>	<p><b>AOCB</b></p> <ul style="list-style-type: none"> <li>• Dr Martin McCrone is retiring at the end of September and we have a new GP starting with us called Dr Eilidh Ballantyne.</li> <li>• The practice has been given additional pharmacy time in the form of a Pharmacist and a Pharmacy Technician. JH explained that the practice pharmacy team deal with prescribing, monitoring and queries whereas the community pharmacists dispense the drugs.</li> <li>• GWh asked about patient discharge letters. JH confirmed these are sent to us electronically unless the hospital is outwith Grampian. Delays in these coming through occur if they have not been signed off by the consultant as they cannot be sent until they have been written, checked and signed.</li> <li>• BS asked if the Ultrasound machine had been replaced, which JH confirmed it had. BS said that 'Friends of Glen O'Dee' still have monies available to help the practice. It was suggested that patients are encouraged to write ideas of what could be purchased on the slips at the educational event.</li> </ul>	<p><b>All</b></p>
<b>9</b>	<p><b>Date of Next Meeting</b></p> <p>Tuesday 12<sup>th</sup> November 2019 7.30pm Banchory Group Practice</p>	