



PATIENT PARTICIPATION GROUP (PPG)

21st May 2019

Minute of Meeting

Present	<p>Chair – Sarah Chambers (SLC)</p> <p>James Henderson (JH), David Cooper (DC), Gladys Ward (GW), Gill Whatling (GWh), Nathan McKeown (MM), Jane Burnett (JB), Mary Lennox (ML)</p>
Apologies	Brian Smith (BS) and Bill Cuthbertson (BC)

No	Key Issues / Actions	Action
1	<p>Welcome & Apologies</p> <p>SLC thanked everyone and gave apologies for BS and BC .</p>	
2	<p>Approval of previous minute of 29th January</p> <p>The minute of the last meeting was accepted as a true and accurate record.</p>	
3	<p>Matters Arising</p> <ul style="list-style-type: none"> • SLC confirmed the patient account of the Chronic Medication Service has been posted on the PPG facebook page. • SLC confirmed the information about parking has been added to the waiting room screens, • ‘Who, where and how’ leaflets – JH to check if these have been received. 	JH
4	<p>Welcome New Members</p> <p>SLC welcomed ML to the meeting. ML is chair of the Community Council who are responsible/involved in many things relating to Banchory town, including:</p> <ul style="list-style-type: none"> • Statutory consultee for planning applications • Resilience planning – have written a plan for Banchory following the floods in Ballater. • Community Action Plan – involved in writing the plan and are now implementing the actions • Parking issues • Banchory’s coat of arms – presentation on Thursday and gala day in June 	

	GWh advised there are other community councils who cover the practice's wider catchment area and suggested representatives from these groups are also invited to the meeting. SLC to make contact.	SLC
5	<p>PPG Flyer</p> <p>Having amended the flyer to include a minimum age for membership, the PPG flyer was approved. SLC will put this up on the PPG noticeboard and add to the PPG facebook page. Copies will also be made available for PPG members to give out/put up.</p>	SLC
6	<p>Public Engagement Event</p> <p>The public engagement event, hosted by Aberdeenshire Health and Social Care Partnership (AHSCP), was discussed. Those that attended felt the questionnaire was not good as it didn't ask the right questions. The practice has asked for a copy of this to amend and re-circulate but as yet this has not been received. ML reported that for those that completed the original online survey the plan is to send the revised copy to them via email to complete again.</p>	
7	<p>0345</p> <p>SLC informed the members that following an online poll, which showed two thirds of patients supported the change, the practice has decided to switch its telephone number to an 0345 number.</p> <p>The advantages of this are that patients will be able to get through to the emergency line and calls will be queued (so that patients don't just continually get an engaged tone when the practice is busy). Patients will also be told their place in the queue so they can make an informed decision as to whether to hold on or phone back later.</p> <p>GW asked what the cost of the call would be for patients. SLC confirmed it would be a 'local call'.</p> <p>The practice will switch to the new number, 0345 013 0750, at 8am on June 26th. SLC circulated the article that has been written for the 'Deeside Piper' and it was agreed this should also be sent to the 'Press and Journal'. The information will be shared on Facebook, on the waiting room screens and a divert will be put on the existing number. All letters/forms/leaflets will also be amended. DC also suggested it be placed in the 'Banchory Fly' publication.</p>	SLC
8	<p>Evening Educational Event</p> <p>SLC asked the members to think of topics for the next educational event in September. The format of these events is to have a main speaker on a particular subject and invite local services/voluntary organisations, who can offer support with the topic, to have 'stalls' to promote to patients what's available locally.</p>	ALL
9	<p>Feedback from patients</p> <ul style="list-style-type: none"> A suggestion slip was posted in the suggestion box voicing their dissatisfaction that patients have to pay to park. This is a recurrent complaint but something the practice cannot influence as the car park is owned by Aberdeenshire 	

	<p>Council. DC highlighted that there had been planning notices for a short time informing people that Aberdeenshire Council intend to remove the 45 minutes free parking from October. ML informed the group that this has been raised at Community Council and she will try and find out if any will be retained for patients attending the practice.</p> <ul style="list-style-type: none"> • GWh asked if the receptionists/GMEDs can see when a patient is terminally ill and therefore needs more urgent assistance. JH confirmed GMED can see this information, but the patients would need to inform the receptionists what was required so they could direct the call or allocate an appropriate appointment. • GWh asked how a patient complains about a GP. SLC confirmed that all complaints should be made to the Practice Manager. Reception has a leaflet and form available. • GWh had been asked to raise a letter that had been sent to a patient to ask them to get their blood pressure checked. She said the patient did not like the tone of the letter which inferred it was her responsibility to remember to get it checked annually. GWh will ask for a copy of the letter so the practice can review it. • GW raised her concern that a patient with heart problems has not been recalled for review. JH advised that the time frame between reviews has been extended, which may explain the reason for this but SLC will look into this further. • GWh asked if the practice gets many patients not attending their appointments. JH said he believed there since we started sending text reminders. • DC reported that the link from the practice website to online services points to Vision online rather than Patient services. SLC will amend. 	<p>ML</p> <p>GWh</p> <p>SLC</p> <p>SLC</p>
<p>8</p>	<p>Any other business</p> <ul style="list-style-type: none"> • JH has received a letter from a member of the Inverurie PPG, Fred Barber, who would like to attend the meeting. All agreed they would welcome this. JH to invite him the next meeting. 	<p>JH</p>
<p>7</p>	<p>Date of Next Meeting</p> <p>Tuesday 20th August 2019 7.30pm Banchory Group Practice</p>	