



PATIENT PRACTICE GROUP (PPG) MEETING

28th NOVEMBER 2017

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

1. Apologies

Apologies were received from Anna Macleod, Jane Mitchell and Brian Smith.

2. Approval of the previous minutes

The minutes from the previous meeting on August 22nd 2017 were approved as accurate.

3. Matters arising

No matters arising

4. Patient Survey Action plan update

SLC went through the progress to date on the actions agreed from the patient survey.

- *Continue to promote Vision Online Services (VOS) for ordering prescriptions and appointments*
 - A promotional board has been set up in the foyer with a supply of VOS registration forms so patients don't have to ask at reception for forms.
 - VOS registration forms are also included in the new patient packs to be given to all patients joining the practice.
 - 3705 patients are now registered with Vision Online Services, with 1728 patients (47%) being registered since we started pushing the service in April 2016. However as many patients register but then do not activate or use their account, a campaign was added to our Facebook page to remind patients of the benefit of using Online services.

- *Continue to promote E-Consult for self-help and advice*

This continues to be promoted by Facebook, text campaigns and signposting by the receptionists. It has been especially useful when patients are unable to get an appointment in the time frame they would like as it allows them to get advice/treatment by the end of the next working day.

- *Appointment audit and re-design to address appointment issues.*

The current appointment system does not work as patients have been taught to ring at 8.30am to make an appointment on the day they want (a 'Book on day' appointment) as these appointments are only released that morning. This has led to a disproportionate number of book on day appointments to the detriment of pre-bookable routine appointments.

We also need to educate patients to self-help and access alternative services so that the GP surgery does not continue to be the default. One of the ways we're hoping to do this is with a video campaign by Dr. Martin McCrone. In the video he will explain what patients can do to help us, which includes consulting a pharmacist, E-Consult and when patient do call the surgery why it is vital they inform reception what the problem is so they can be directed to the most appropriate service.

The appointment audit is taking place from Monday November 27th until Friday December 15th. SLC passed round the audit sheets to show the group the information being recorded, which is the appointment patients wanted, not what they actually got. On completion the results will be collated and a working group set up to design a new appointment system.

- *Evening educational events*

The 'Keeping your independence' event was very well received in September, with over 40 patients attending. Pictures and contact details for services have been added to Facebook.

The next one will be on March 26th and will be around Child Emergency Scenarios and first aid, lead by Dr. Gill Archbold.

- *Explore the possibility of opening extended hours*

A two month plan was developed to see how this would work with the current clinical and admin staff, taking into account current commitments, absences, leave etc. However, it was found to be unsustainable with the current staffing levels as the contract stipulates the extended hours must be in addition to the service we already provide. Taking on an additional GP to provide the service was discussed but as there is a lot of uncertainty around the new GP contract and future funding for primary care, it was agreed to not pursue the idea at the present time.

5. Evening Educational Events programme

The next evening educational event will be on March 26th and will be around Child Emergency Scenarios and first Aid, lead by Dr. Gill Archbold.

6. Carers' Support meeting

SLC informed the group that the next Carers' support meeting will be on Tuesday December 19th at 6.30pm in the waiting room. Heather Knowles from Quarriers will be giving a short talk on mindfulness followed by followed by a short meditation; K&D Befriending are also hoping to be there and there will be time at the end for Carers to get to know each other a bit more. Carers will also be given a copy of 'Aberdeenshire Unpaid Carers' Information pack, which is a really good reference document that has just been published. SLC passed around copies for the group to see and some were retained to share with people they knew would find it useful.

GW asked if someone who took care of their spouse was classed as a Carer. SLC confirmed that anyone who looks after someone who cannot care for themselves, in an unpaid role, is classed as a Carer. Carers should let the practice know that they have this role to be added to the register, to ensure they are invited to Carers events and can access the help they need.

7. Reason For an Appointment – the video!

As described earlier in the meeting one of the ways we're hoping to educate our patients is by creating a video campaign to be posted on Social Media. In the video, Dr. McCrone will explain what patients can do to help us, which includes consulting a pharmacist, E-Consult and when patient do call the surgery why it is vital they inform reception what the problem is so they can be directed to the most appropriate service.

8. Feedback from patients

BC's neighbour had received an NHS survey, but the link on the letter to complete the survey did not work. NHS Scotland are sending out these surveys, they are not from the practice, so SLC advised BC to ring the helpline number and advise them the link doesn't work as it may need to be completed on a particular browser or version of browser.

GW said one of the people she was speaking to had been singing the praises of the practice about the care they had received. BM second that with a report of his sister's experience of the practice, which was faultless.

Only one slip had been posted in the suggestions box which complemented the Surgery pod but asked for more space. This was discussed and it was agreed that the Surgery Pod is in the only place it can be in the waiting room, and to maintain privacy for patients is as big as it can be.

9. Any other business

Jane Mitchell (AVA) had sent through the latest paperwork from the South Locality workshop which SLC will forward via email. The next meeting is on December 6th so if there is anything anyone wants to feedback they can contact Jane directly.

Jane also reported there was a poor turn out at the Living Streets Planning workshop organised by Avril McKenzie, but if anyone wants to feedback they can contact Avril directly. Her email address is - avril.mckenzie@livingstreets.org.uk.

Living Streets Planning - The aim is to gather feedback from local residents on walking access to important destinations in the town such as GP surgery, shops and other local amenities. This will identify any routes that people feel are unsafe or hard to navigate. We can also discuss what type of changes could improve the routes. The evidence collected will then be compiled into a report with recommendations and fed back to the Transport Team.

BC asked if there were any plans to have a caller display in the waiting room as he finds it difficult to hear when he is called, especially when there are children playing. This was looked into but as it was expensive it was decided to wait until the new build. GWh suggested the practice could apply for funds from the Wind Farm pot, as there is money sitting for community projects. She will send SLC the contact details.

BM asked if the practice was any further on in the quest for new premises. JH confirmed land has been identified but there are no funds available at the moment. However the portacabins have only been given an extension on their planning consent for a further five years so it is hoped the practice will have new premises within this time frame.

SLC advised that the Travel clinic protocol had changed recently to try and make more efficient use of Nurse and patient time. Patients now complete a questionnaire at least eight weeks before their date of travel. This is reviewed by the Nurse and then the patient is contacted to advise what vaccinations/medications are required or, if nothing is required, advise them of this. The Nurse can then book patients in for the required length of time depending on what they need and if they don't need anything then they are told this and no appointment is made. SLC advised this is a work in progress at the moment and one problem that has been highlighted so far is the number of forms being handed in. Before the change, if there were no travel appointments left patients would have been directed elsewhere but now the forms are just handed in and there is no check, which will need to be addressed.

10. Date and Time of Next Meeting

Tuesday February 27th 2017 at 7.30pm