



PATIENT PARTICIPATION GROUP (PPG)

29th January 2019

Minute of Meeting

Present	Chair – James Henderson (JH) David Cooper (DC), Anna McLeod (AM), Philip Milne (PM), Brian Smith (BS), Jane Mitchell (JM), Jane Burnett (JB), David Dobbie (DD) Chairman of Stonehaven PPG
Apologies	Sarah Chambers (SC), Gladys Ward (GW), Gill Whatling (GWh), Nathan McKeown (NM), Bill Cuthbertson (BC), Joan Duncan (JD) Stonehaven PPG

No	Key Issues / Actions	Action
1	Welcome & Apologies JH thanked everyone for coming along and round the table introductions were made.	
2	Approval of previous minute of 16th October The minute of the last meeting was accepted as a true and accurate record.	
3	Matters Arising <ul style="list-style-type: none"> • 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. No update. • SLC contacted JM and a representative (DD) of the Stonehaven PPG attended the meeting • 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. No update • 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 what a patient had reported it said. No update. 	BC SLC SLC
4	Stonehaven PPG David Dobbie chairman of Stonehaven PPG advised they meet every other month i.e	

	<p>6/7 times a year. At least one Doctor attends usually Dr Kris McLaughlin and the practice manager, approximately 12 members are usually present, 2-3 of whom are very active. The group has a constitution as does Banchory PPG.</p> <p>To enhance communication they produce a quarterly newsletter, update the facebook page and website, make changes to leaflets and help with teas at the flu clinic where they handout leaflets to promote the group. They arrange for representatives of the 3rd sector to set up stalls at the flu clinics too, to promote services available. Tea, biscuits and fruit are provided at the Stonehaven flu clinics, this is sponsored by the local Co-op.</p> <p>They organise the educational evenings an example being 'Meet the pharmacist' which was very well received. These are held in the Community Nursing Room within the surgery.</p> <p>The group is also used as a consultative body within the practice.</p> <p>Stonehaven Medical practice recently moved to the submission of an eConsult prior to the release of a book on the day appointment, this caused considerable upset with patients. The PPG felt this was a big change made very quickly which caused people in the town to become very animated. As a result the PPG co-ordinated a meeting which was held in the Town Hall, they gathered comments from patients in advance so the GP's could respond appropriately on the night. The system is still in place and patients struggling to use it are being offered help, as a result the criticism has fallen away. It was acknowledged it does take time for new technology to be taken onboard. eConsults must be submitted between 8.30 - 11.30am and they are all triaged by a GP and if required the patient will be offered a book on the day appointment.</p> <p>DD will share a copy of the Stonehaven newsletter which contains the section on eConsult. It was also suggested a video of how to complete an econsult would be useful, JB advised this is already available on the Banchory PPG page. DC asked if the Community Council in Banchory produce a newsletter as they could be asked to include an article on eConsult. JM advised the Banchory Fly is a local publication and the deadline for articles for publication in the next edition is 1st February thereafter the 1st June for publication in July, 250/500 word spaces are available.</p>	
5	<p>PPG Toolkit</p> <p>JH tabled the completed 'Patient Participation Group Development Tool' and summarised the information which had been added to it.</p> <p>JH suggested the PPG could arrange stalls for the 2019 flu clinics.</p> <p>AM suggested publicising the PPG via the school as this would be a good age group to recruit. JM advised each Academy has a 'Developing Young Workforce' lead, AM will find out who this contact is for Banchory Academy.</p>	<p>ALL</p> <p>AM</p>
6	<p>PPG Flyer</p> <p>It was agreed the PPG flyer was good, JM advised the minimum age for membership needs clarified and updated on the flyer.</p>	<p>JB</p>
7	<p>Evening Educational Event</p> <p>It was suggested it might be useful to have an educational evening in Banchory on eConsult.</p>	

8	<p>Carers meeting</p> <p>The next carers support group will be held on Thursday 7th February in the practice waiting room, there will be a presentation on short breaks by Tommy Thomson and Kelsey Brown - Care Manager will also make a presentation.</p>	
9	<p>Feedback from patients</p> <p>No suggestion slips were tabled.</p>	
8	<p>Any other business</p> <p>As before JH confirmed work is gathering momentum for the new Surgery and the plan is to have a plan to submit to Scottish Government by Summer 2019.</p> <p>It was suggested it would be useful to have an overview of patient demographics to inform which services should be represented in the new Health and Social Care Hub. JM advised the Scottish Public Health Observatory can provide patient demographics but can only break down to MARR, it shows this area has an over population of elderly with an increase in the need for mental health and chronic disease support. Currently 45-70 is the main age distribution but this will increase in the future whilst the number of young will decline.</p> <p>JM advised this may be her last meeting as funding for her post ends on 31st March and she has not yet heard if funding will be available for the next financial year.</p> <p>JM advised 'Who, where and how' leaflets have been produced for MARR and Dr Rough (SR) has been given a supply for the practice. JH will check with SR. The leaflet covers services available and has a link to ALICE.</p>	<p>JH</p>
7	<p>Date of Next Meeting</p> <p style="text-align: center;">Tuesday 23rd April 2019 7.30pm Banchory Group Practice</p>	