



PATIENT PRACTICE GROUP (PPG) MEETING

23rd MAY 2017

Two guest speakers gave presentations before the meeting commenced – see items 5 and 6

Present: Sarah Chambers (SLC), Jane Burnett (JB), Dr. Gill Archbold (GA), Gladys Ward (GW), Sarah Reid (SR), Bill Cuthbertson (BC), John Kaighan (JK), Gillian Whatling (GW) Robert Murison (RM).

Introductions

As two new members had joined the group, and Jane Burnett, the practice's new Reception Manager was also present, everyone introduced themselves.

1. Apologies

Apologies were received from Dr. Henderson and Jane Mitchell.

Lesley Shearer has made the decision to resign from the group after many years of working with the practice.

2. Approval of the previous minutes

The minutes from the previous meeting on February 7th 2017 were approved as accurate.

3. Matters arising

- Surgery pod

The surgery pod is now up and running. Patients can use it for blood pressure checks, pill checks, weight monitoring and some of our chronic disease invitations have been amended to ask patients to use the pod before having bloods taken, instead of a face to face appointment with the Nurse. In these circumstances the results are reviewed by the GP and any intervention needed will be taken. A poster giving information of what the pod can be used for and the time it takes for each is being made up and will be displayed on the booth.

- Skin Event

The recent skin event was well attended and feedback was very positive. GW felt that refreshments weren't required so it was agreed not to offer them at the next event. Some patients had fed back that they didn't know about it despite it being advertised in the surgery, on our Facebook page, at the chemists and at Banchory library. The following additional outlets were suggested:

- Contacting the schools so they could incorporate the information into their Mail shot to parents (for children related topics).
 - Flyers at Inchmarlo
 - Flyers in churches
 - Flyers in library again
 - 'Original FM' – advertise for free
 - 'Events in Aberdeenshire' – Facebook page
 - 'Buy, sell, swap' Facebook page
 - 'Dyslexia Scotland Northeast' Facebook page
- Carers' meeting

The practice hosted its first Carers' support meeting in February, which was very well attended. Karen Simpson gave her Power of Attorney presentation. There was support for these meetings to continue and a 'Carers' Forum' Facebook group has been set up to discuss/plan future meetings as well as allow Carers who join to support one another.

- Community Renewal

This project finished on March 31st 2017.

- Appointment Audit

This has been postponed to September due to staff changes.

4. Dementia Friendly Aberdeenshire – Karen Wood

Karen Wood from Dementia Friendly Aberdeen, gave a presentation on how to recognise people with Dementia, how to communicate with them and how to help support them in the community.

5. Power of Attorney – Karen Simpson

Karen Simpson from Peterkins Solicitors gave the group information about Power of Attorney, which the practice has put on their Facebook page.

6. Patient Survey Report Action plan

SLC went through the previously circulated patient survey report, each question was discussed, and the following actions were agreed:

- Continue to promote Vision Online Services for ordering prescriptions and appointments
- Continue to promote E-Consult for self-help and advice
- Appointment audit and re-design to address appointment issues.
- Evening educational events – next 3 topics:
 - June - Healthy eating/lifestyle
 - September – Common childhood ailments & first aid
 - March – Mental Health
- Explore the possibility of opening extended hours

Other suggestions, which the practice has already implemented include:

- Improving the waiting room
 - Re-arranging the chairs
 - Tidying the notice boards and assigning a monitor to ensure they're kept up to date
 - Purchase of a Dyson fan
 - Updated photographs of the GPs displayed

7. Evening Educational Event Programme

The most requested topics from the patient survey for the evening educational events were:

- Healthy eating/lifestyle
- Common childhood ailments & first aid
- Mental Health

It was agreed that these events should be in June, September and March to avoid school holidays and winter months.

The Guide Hall, Banchory has been booked for the last Monday of each month – June 26th and September 25th 2017 and March 26th 2018.

8. Feedback from patients

No feedback had been received from patients

9. Any other business

DNA'd appointments were discussed and the group asked how to encourage patients to cancel appointments they cannot make.

It was agreed reception would always ask every patient for their mobile number so they receive text reminders before their appointment. This also means if they cannot make the appointment they're able to simply text 'cancel' to the number given in the text.

10. Date and Time of Next Meeting

Tuesday August 22nd 2017 at 7.30pm