



## **PATIENT PRACTICE GROUP (PPG) MEETING**

**24<sup>th</sup> November 2015**

Present: Dr Henderson (JH), Sarah Chambers (SC), Lesley Shearer (LS), Keith Ainsworth (KA), John Kaighin (JK), Bill Cuthbertson (BC), Sarah Reid (SR) and Sheila Thomson (ST).

### **1. Apologies**

Apologies were received from Cameron Wilson

### **2. Approval of the previous minutes**

SC went through the minutes from the previous meeting on September 15<sup>th</sup> 2015.

### **3. Matters arising**

- Leaflets in the waiting room

It was agreed to leave the leaflets as they are as no suitable alternative place can be found as the proposed site of in the foyer triggers the automatic door sensors.

- WebGP

The go-live date for WebGP has been delayed due to 'red tape' at National Services Scotland. No new date has been provided yet.

- Intradoc

SC reminded the group to log onto Intradoc for documents, meetings and papers relating to the group.

### **4. PPG Logo**

The latest version of the PPG Logo was discussed following the changes proposed at the last meeting. SR asked if the stethoscope could be made a 'watermark' and the writing be overlaid so it stood out more. LS will ask her daughter to make the changes.

It was agreed that once the PPG Logo has been finalised the suggestion slips and box on the PPG trolley in the waiting room will be revamped to display the logo.

## 5. Community Renewal

ST gave the group an overview of the work Community Renewal had been doing since the last meeting, this included:

- Survey of 100 patients at Saturday Flu clinic
- Development of 3 focus groups from contacts
- Meeting of 3 focus groups
- Identification of themes from focus group meetings:
  - Appointments
  - The referral process
  - Hospital discharge support
- Community Engagement event held for all staff at Banchory Group Practice to find out more about local services and create links with them.

Future work planned includes:

- Further meetings with focus groups to explore the 3 themes identified
- Feedback meeting with staff following Community Engagement event
- A further Community engagement event focusing on group of patients identified by the practice.

ST explained to the group that all work that has been started by Community Renewal must be sustainable and be adopted by the group supported by Aberdeenshire Voluntary Action (AVA) who will take over from CR when their contract expires at the end of March 2015. She asked if any members of the group would like to attend the focus groups – JK volunteered.

ST also advised the group that she attends the Banchory Community Action Plan meeting and asked if anyone would like to shadow her at the next meeting? It was agreed that all meeting dates and papers will be added to Intradoc so members can decide on which meetings they wish to attend.

## 6. Draft Patient Survey

SLC gave the group a copy of the draft survey focusing on the areas proposed at the last PPG meeting. The group discussed the survey in detail and decided to remove questions 2 and 3a. The survey will be amended and published in December which will give patients three months to complete it. After all the results have been collated they will be presented to the PPG to discuss and to come up with an action plan for improvement.

## 7. Mystery Shopper telephone audit

SC gave the PPG 'mystery shopper' telephone audit forms to complete each time they ring the practice. This will give the practice a base line to audit against for any future improvements made to the telephone system as a result of the patient survey results.

SC asked that completed sheets be returned to her two weeks before the next meeting on January 26<sup>th</sup> 2015.

## **8. Local Directory of services**

SC advised the group that following the Community Engagement Event organised by Community Renewal, 'Grampian Care Data' (GCD) had been identified as a source of local service information.

Groups can put themselves on the directory and each group is responsible for updating their information. If information has not been updated in over a year, GCD contacts the group to ensure they're still running.

It was decided that the practice will use GCD as its local directory of services. We are able to feed in our local knowledge to GCD and they will keep the information up to date. SC therefore asked that everyone sent her the information they'd found so that it could all be shared with GCD.

## **9. Feedback from Patients**

There were ten slips in the PPG comments box:

- 3 relating to Clinicians running late
- 1 relating to the booking of appointments
- 1 voicing their anger at patients who do not attend appointments
- 2 relating to the Reception service
- 1 regarding the inadequacy of the building
- 1 relating to our computer system
- 1 requesting extended hours or reserved slot for commuters

These comments were discussed in detail, however as the Patient Survey includes the majority of these topics it was agreed to wait for the results, which will give a more representative view of the patient population, before any changes are made.

## **10. Any other business**

Dr Barclay is still appearing on Vision Online – SC to look into this and remove him as he has retired.

SR raised the poor communication she experienced from Maternity ward to the primary care midwife/health visiting team. JH will check protocols with midwife.

## **Date and Time of Next Meeting**

Tuesday 26<sup>th</sup> January 2015 at 7.30pm