



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

**26<sup>th</sup> JANUARY 2016**

Present: Dr Henderson (JH), Sarah Chambers (SC), Keith Ainsworth (KA), Bill Cuthbertson (BC), Sarah Reid (SR), Cameron Wilson (CW), Danny Williams (DW), Louise Black (LB) and from 8pm, Sheila Thomson (ST).

### **1. Apologies**

Apologies were received post meeting from Lesley Shearer.

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

The minutes from the previous meeting on November 24<sup>th</sup> 2015 were approved as accurate.

### **3. Matters arising**

All matters arising from the previous minutes had been listed on the agenda.

### **4. Practice Pharmacist – Louise Black**

LB introduced herself to the members as the new Practice Pharmacist. She has been based at the practice since 2003 but as of this month is employed by the practice.

LB has started looking at how patients order their repeat prescriptions. She showed the members a pie chart of the different ways – using the 'repeat slip' was the highest at 70.5% followed by emailing 15.4% and Vision Online 9.1%. LB then showed the members a process map of each different way of ordering, which clearly demonstrated that the quickest and easiest way for the practice is by patients using Vision Online.

Vision Online is not only quicker and easier, which therefore frees up reception time to answer the phone and deal with patients at the desk, it is also safer. This is because the patient has already logged in to a secure portal to order their medication, which links directly with our side so when the request is opened, the correct patient and the exact medication they have ordered is already selected.

Patients using email to request medication was originally introduced because no other online way of ordering was available. As Vision Online is now available and all the teething problems have been rectified, the plan is to end the email requesting by April 30<sup>th</sup> 2016. Patients who currently order in this way will receive a reply advising them that the email service will cease and give them details of how to register for Vision Online. The PPG members agreed this was a great idea.

GPs and Nurses have also been given Vision online application forms to hand out to their patients during consultations to further promote the service.

Another piece of work LB is looking at with regards to repeat medication is the frequency of patients' ordering. It is common for patients to have numerous items on repeat, which tend to run out at different times. This means that patients have to order several times a month, sometimes as much as once a week. This is not only inconvenient for patients it also creates a lot of work for the practice.

Following on from this piece of work, LB will look at care homes.

In addition to these pieces of work LB frees up GP time by dealing with medication queries, acute requests and items that the manufacturer cannot supply. She also ensures that the practice prescribes cost effectively and ensures patients are on the optimum medication for their conditions.

LB plans to undertake a prescribing qualification this year which will mean she is able to see patients in one to one consultation, which again will reduce demand for the GP.

LB asked the PPG members to promote Vision Online in the community.

## **5. PPG stationery**

SC showed the members the new PPG stationery, which all approved. After the patient survey has been completed, the new sign will be attached to the PPG trolley and the suggestions slips will also be put out for patients to use.

## **6. Community Renewal update – Sheila Thomson**

ST updated the group on what's been happening since the last meeting. JK attended the Banchory community action plan (BCAP) meeting along with DW. The organisers of BCAP were very impressed that Banchory had such a proactive PPG. It was suggested that attendees from the PPG send minutes to SC with any actions to be completed by the PPG/Practice.

ST spoke about the Community Council meeting which can be attended by any member of the public. She suggested that the PPG view the agenda for any health related issues and plan for someone to attend if anything relevant were to be discussed.

Community Renewal have been working with six practices, two in the Shire, two in the city and two in Moray. They have now completed listening surveys and public engagement events in each and, for the majority, have a plan of what they will take forward over the next year.

In Banchory they are planning Focus group meetings around appointments, referring into secondary care and the hand over from secondary care to the practice following a discharge from hospital. Dates have yet to be finalised but SC will circulate when they have to ensure a PPG member can be present.

## **7. Patient Survey update**

SC reported that uptake of the survey has been slow so asked the PPG members to take a pile of questionnaires to hand out. DW said he could also take some to Bellfield and ST suggested she could take some up to Banchory Business Centre.

SR also suggested that having some in the libraries may be of use as there's currently a campaign running called 'Healthy Libraries' where libraries have a display of books relating to healthy living.

It was also agreed that a pdf version of the survey be uploaded onto the website. It was also suggested that local parish magazines be contacted to advertise the survey.

#### **8. Mystery shopper telephone audit**

Three telephone audit sheets had been completed and they were all positive. Two out of the three had been answered within five rings, the third, which was at 8.35am, was answered within 10 rings.

Members were encouraged to continue auditing and to hand in forms before the next meeting.

#### **9. Feedback from patients (PPG/SC)**

No feedback from patients has been received as the survey is out and patients are using this as their feedback mechanism at present.

#### **10. Any other business**

- **Local Directory of services**

SC reminded the group that they should inform her of any new local services, or any changes to existing services, so she can inform Grampian Care Data.

- **Surgery Pod**

JH informed the group that a bid had been submitted for funding to install the Surgery Pod, if the survey showed this would be something patients would want for the practice.

It was suggested that if a bid were successful, and the practice was able to purchase a surgery pod, that this be advertised by writing an article for the local newspaper.

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

Tuesday 29<sup>th</sup> March 2016 at 7.30pm