



PATIENT PRACTICE GROUP (PPG) MEETING

30th AUGUST 2016

Present: Dr Henderson (JH), Sarah Chambers (SC), Gladys Ward (GW), Brian Smith (BS), Lesley Shearer (LS), Sheila Thomson (ST), and Jane Mitchell (JM).

1. Apologies

Apologies were received from Bill Cuthbertson, Keith Ainsworth, Cameron Wilson, and Danny Williams.

2. Approval of the previous minutes

The minutes from the previous meeting on June 14th 2016 were approved as accurate.

3. Matters arising

All matters arising were included on the agenda

4. Banchory Day Centre

Cathy Gedik attended the meeting to promote the Banchory Day Centre.

The group meets on a Thursday at Dalvenie Resource Centre between 9.30am and 3.45pm. It is aimed at older patients in the Banchory area who are unable to get about easily. The Centre provides free transport to and from the Day Centre, a two course hot lunch, games, entertainment, tea and cakes, and a chance to chat with people.

The service is all run by volunteers and the day costs people £6.00. If patients would like to join the group, get more information or would like to volunteer to help, they should contact Denise on 01330 823565.

It was suggested that this information be posted on the practice Facebook page, which all agreed was a good idea.

5. Community Renewal Update

The next workshop is on September 15th and will be looking at the route out of hospital, all welcome.

Following on from the workshops the practice is looking at holding evening educational sessions on topics such as Stroke and end of life care. PPG members were asked to think of other topics that they feel would be well received by patients and bring ideas to the next meeting.

Stroke was used as the example and ST described that it would be designed to give information about how to recognise the signs of a stroke, what to do, who to contact and how to manage afterwards. It is also envisaged that local support groups will be able to have information stands at the session.

These events could be held once a quarter in the Guide Hut and be advertised in The Piper and on the BGP Facebook page.

ST made the group aware of a new piece of research being done by 'Alliance' called 'Digital GP' who are looking for patients to be involved in Scotland. She will attend the first session to find out more information and let SLC know details.

6. Patient Survey Action Plan Progress

SLC updated the group on the progress to date on the Patient Survey action plan:

- Appointments – it was agreed to advertise the alternative to attending the practice more on the website, in the waiting room, through the staff, on social media.
 - The new Banchory Group Practice Facebook page as been created and is attracting new followers every week. See <https://www.facebook.com/banchorygrouppractice/>
- Access
 - Four new receptionists have now started with the practice
 - Vision Online Services are being promoted across the practice
- Reception – it was agreed the practice would look at altering the windows at reception.
 - We have received two quotes, one for £12,000 + VAT and another for £10,750 + VAT. As these are too expensive, a chair has been supplied for the prescription desk (the lowest window of the three) to allow patients to sit down and be on a level with the receptionist. This appears to be working well after a sign was placed on it to ask for it to be tucked back under the desk after use.
- Surgery pod – the pod has been installed but the privacy booth is still awaited.
- Phlebotomy appointments – a new phlebotomist started last week, her name is Anna.
- Visual display screen – the new slides have been added to the screen as requested at the previous meeting. These include:
 - PPG
 - Vision Online Services
 - Alternatives to attending the GP surgery – e.g. pharmacist
 - Services available
 - Screening services offered
 - Details of our new Facebook page
 - Grampian Care Data and ALICE

- Signposting
- Aberdeenshire Voluntary Action
- E-Consult

SLC asked that PPG members spend some time in the waiting room watching the screen and give feedback next time.

JM suggested that 'Healthy Exercise' be promoted on the screen. She will forward further information to SLC.

- Other
 - The Nursing team uniforms have been changed to help identify the role they do, which should hopefully allow easier identification of Practice Nurses who are able to answer more complex questions. The new colours are as follows:
 - Practice Nurse – navy
 - Health Care Assistant - pale blue
 - Phlebotomists – mid blue

This information will be added to the waiting room TV screen.

7. E-Consult (WebGP) update

E-Consult is now live and the practice had its first contact within the hour of it being switched on! As a pilot site we take part in monthly teleconferences to feedback on any issues or suggested improvements. It is accessed from the homepage of our practice website and SLC asked everyone around the table to have had a look at it by the next meeting.

8. Mystery shopper telephone audit

No telephone audit questions had been completed.

9. Feedback from patients (PPG/SC)

- Nine slips had been posted in the suggestion box relating to:
 - Appointments
 - Receptionists
 - TV screen
 - Waiting room
 - Email repeats

These slips were discussed with PPG members.

10. Any other business

- LS raised concern that reception had told her to use Vision Online to book an appointment if she wasn't successful on the phone. The practice is currently implementing plans to help alleviate this situation in future, but due to annual leave there will always be some times throughout the year where routine appointments with a specific GP are not available.

- Banchory Older Peoples' Forum is holding an event on Friday October 7th. JM will send out the programme when she receives it.

Date and Time of Next Meeting

Tuesday 15th November 2016 at 7.30pm