



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

**7<sup>th</sup> FEBRUARY 2017**

Present: Dr Henderson (JH), Sarah Chambers (SLC), Gladys Ward (GW), Bill Cuthbertson (BC) Brian Smith (BS) and Louise Sim (LS).

### **1. Apologies**

Apologies were received from Danny Williams, John Kaighin, Sheila Thomson and Jane Mitchell.

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

The minutes from the previous meeting on November 15<sup>th</sup> 2016 were approved as accurate.

### **3. Matters arising**

- A selection of men's magazines have now been placed in the waiting room
- Details of Facebook, E-Consult and Vision Online services were sent via DW to the guidance teachers at the school to distribute.
- Surgery pod

The privacy booth has still not been delivered. The latest on it is that a booth had been delivered to the company but they manufacturer had sent the wrong size and it was too big to for where we need it to go. A joiner attempted to cut it down but ruined it in doing so meaning another had to be ordered.

### **4. Evening Educational Events**

The first evening educational event will take place on March 27<sup>th</sup> at Banchory Guide Hall starting at 8pm. Dr. Doug Smith will give a presentation on 'Skin and the Sun'. We have invited related services to have tables giving information and Melanoma Action & Support Scotland, A Skin Cancer Charity, have confirmed their attendance.

SLC informed the group that flyers are being put in prescription bags by Michies and Davidsons and there are flyers in the waiting room. All PPG members were also given a pile of flyers each to give out.

SLC asked if any PPG members were available to serve tea and coffee (tea, coffee, milk, sugar and biscuits will need to be provided) on the evening and GW volunteered (but we will need more members to volunteer please).

## **5. Carers' meeting**

As a result of posting suggestions for future evening educational events on Facebook, a patient had asked for a Carers' support group in Banchory. This was discussed at our last meeting in November and JM contacted Quarriers, who have taken over the service from VSA. Quarriers were very keen to engage with the practice and patients and a meeting was set up in December inviting known Carers.

It was highlighted at the meeting that VSA had not passed on their register of Carers nor told their Carers that they needed to re-register with Quarriers in order to continue having access to support services. At the meeting in December, registration forms were given out and every Carer present registered. It was decided to hold another meeting in February by which time Quarriers should have had time to complete their assessments so would be in a position to see if there were any common themes or requests to be discussed at the next meeting. This has been scheduled for February 28<sup>th</sup> at 6.30pm in the waiting room.

## **6. Patient Survey 2017**

The Patient survey is being handed out to patients who come into the surgery. ST has been in to promote the survey and encourage patients sitting in the waiting room to complete it. She will be coming in again next week. So far 80 completed surveys have been returned.

A post on Facebook, advising patients who are approached by individuals claiming to be from the medical profession that they are not from the surgery or NHS Grampian, has been shared over 200 times and has reached over 22,000 individuals. In this post it was highlighted that the surgery is currently carrying out its annual survey.

## **7. Community Renewal update**

ST was unable to attend the meeting but there is a feedback event planned for March 22<sup>nd</sup>, which the PPG are encouraged to attend. Further details to follow.

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

Only 1 slip had been posted in the suggestion box asking for the clock to be set to the right time. A new battery has been installed and the clock is now showing the right time.

## **9. Any other business**

- Information from AVA
  - Dementia Friendly Aberdeenshire has a new development worker for the Deeside corridor - Karen Wood. She would be happy to come to a PPG meeting. They also offer free Dementia Awareness sessions for any interested groups, ie - PPG, community groups etc. PPG members agreed she should attend the next meeting – JM to invite.

- RNIB offer a drop-in clinic in Banchory once a month, details were read out and have been added to the Facebook page.
- Dawn Tuckwood, Public Health Co-ordinator, is interested in starting/supporting a group for women affected by the Menopause. PPG thought this may be a suitable topic for evening educational event.
- The Fire and Rescue service are offering interested people/groups training to use community-based Defib units. PPG thought this may be a suitable topic for evening educational event.

- Urine samples

BC reported he had been told that a patient with UTI symptoms had gone to the chemist who were able to dipstick her urine and rule out infection. JH advised the chemist not only offer UTI testing and the ability to prescribe anti-biotics if required, but they can also offer help and advice on many things including smoking cessation, contraception and coughs/colds. Patients are encouraged to visit the pharmacy first for minor ailments before contacting the surgery.

GW shared her experience of handing in a urine sample and the surgery were on the phone saying a prescription was ready at the chemist before she even got home, which she thought was excellent.

- Wildcat Responder site

The practice has this week become a responder site for cardiac arrests within a 5 mile radius of the surgery. If this occurs we are alerted via a satellite phone to provide medical treatment until the ambulance arrives.

- Community Renewal workshop – the journey out of secondary care

The workshop took place on Monday evening with patients from the Focus group, practice staff, Dr. McCrone and Dr. Metcalfe. It was a very interesting and informative evening. Notes will be circulated.

- Appointment audit

The practice will be undertaking an appointment audit at the end of February to examine the spread of appointments and types versus the demand. This will then shape the structure of the appointment system in the future.

- Death certificates

BS asked if the issue with death certificates had been sorted as they should not be hand-written as it causes delay. JH confirmed it had.

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

Tuesday May 23rd 2017 at 7.30pm