



PATIENT PARTICIPATION GROUP (PPG)

17th JULY 2018

Present: Dr. James Henderson (JH), Jane Burnett (JB), Bill Cuthbertson (BC), Gill Whatling (GWh), Danny Williams (DW), Robert Murison.

1. Apologies

Sarah Chambers (SLC).

2. Approval of the previous minutes

The minutes from the previous meeting on April 24th were approved as accurate.

3. Matters arising

- Caller Display

The equipment to have caller display in the main waiting room and Nurses' waiting area has been installed and is in operation. Some names need to be entered phonetically to make the pronunciation right, please encourage patients to make reception or clinical staff aware if their name needs changing.

It was suggested that subtitles could be added to Dr McCrone's presentation to help the hard of hearing. SLC will be asked to investigate the possibility of this being done.

- PPG Promotion

The generic email address which has been added to the PPG Notice board is nhsg.banchoryPPG@nhs.net.

Feedback is awaited from JM regarding Stonehaven and Laurencekirk PPG sharing the work they do.

A photo to be displayed on the PPG notice board is still required from RM, he agreed he will e-mail one to SLC.

- Top Ten Tips when seeing your GP

The new version of the Top Ten Tips has been pulled together and posted on the PPG Facebook page. PPG members should encourage patients to like and share it and gather feedback.

- New member application

One new member application was received from a 16 year old pupil at Banchory academy. All agreed he would make a great addition to the group so SLC will contact him to inform him of the decision. No update available.

- Patient survey

We're holding off writing the patient survey at the moment as the new building work has stepped up a notch with the formation of a Programme board and working group to progress the project. As we will need to have public engagement around the build the plan will be to use the survey for this so we're holding off until we know more.

- CMS

CMS leaflets were circulated. BC tabled a summary of the CMS process he had prepared, it was agreed this was an excellent start for a flyer to promote the service. SLC and JB will review the summary.

- eConsult

JH advised that the government funding for eConsult had been withdrawn however the partners have agreed to fund it in house for a year, it is hoped that the cost will come down. RM suggested a demo video of how to complete an eConsult could be added to the PPG Facebook page. It was agreed this was a good idea and we should check if the software provider has a suitable video.

4. New member applications

Another new member application has been received. These are normally reviewed at the AGM but as new members are required it was agreed the applicant would be invited to attend the next meeting.

5. Scottish PPG Network meeting

JB attended the meeting and JH popped in, between other commitments. JB said the meeting was poorly attended with only Banchory, Torphins and Laurencekirk having representatives present. All agreed that recruitment to the PPG is challenging and that it is difficult to recruit representatives from all age groups. Banchory was the only group present who had a constitution. RM said he had not seen a copy of this. JB said she would organise for this to be e-mailed to him.

JB summarised activities organised by other groups and said it was clear the groups were more proactive than our group probably due to them having a Chairperson who is independent of the practice. It was suggested the role of chair should be raised again at the next meeting.

6. New building update

JH said the new building is now on the horizon, although the project will hopefully get a kick start in the next couple of years it will probably be around a decade before it is complete. Pressure must be kept up on the Health Board, it was suggested MP's and Doctors could be invited to a PPG meeting for a question and answer session.

7. Evening educational event

The next evening educational event will be on the 8th October. Dr Sandy Rough will present an end of life planning event called 'Last Aid Training based on a palliative care paper. Karen Simpson, Peterkins' solicitor will also be there to give a talk on Power of Attorney. It was discussed that there was a very poor attendance at the last event which was a shame as a lot of good presenters were there. It was felt that the time of the event did not encourage people to attend. JB explained that the hall was in use earlier hence the reason the start time is 8pm. It was agreed that members would make enquiries about other premises which may be available to host the event. JB suggested that PPG members should attend and wear name badges to make themselves known to patients.

8. Carers' support meeting

The next carers' support meeting is on August 21st. The subject is Dementia Friendly awareness training by Sarah Geoghegan plus the ladies from the Dementia Dogs project are hoping to be there as are Quarriers.

9. Feedback from patients

It was felt that moving the water cooler from the main waiting room to the nurses waiting area was not so convenient for patients. JB explained it was moved as it is more accessible for clinical staff when they have an unwell patient in their room who requires water and also children played with the cooler and made a mess when it was in the main waiting room.

The new screen with 'auto voice announcing/calling patients is too loud, and names are pronounced wrong. JB highlighted that the volume can be adjusted and that reception had also had patients saying it was not loud enough. It was agreed it will never be possible to keep all patients happy.

A patient fed back that the Surgery Pod is excellent but the Vision online migration is a nightmare. JB explained that a number of patients had experienced problems with the migration and as the trouble shooting is now carried out by the software provider then need to contact them via the link on the website. When all options have been exhausted new patient registration details can be sent out and receptionists will do their best to support patients who are having a problem.

BC mentioned that patients were unhappy at the loss of parking spaces whilst the Breast Screening Unit was insitu and asked if it could be located further over the car park next time. JB explained that permission to have it situated there had been obtained and money spent installing an electrical supply for the unit so it would be impractical to locate it elsewhere. It was suggested that patient parking spaces could be relocated next time the unit was there. JB will mention this to SLC.

10. AOB

Peterkins the solicitors will hold a free Later Life Planning Event on Thursday 16th August in Banchory Town Hall. There will be a presentation from 3pm - 3.45pm and a drop in session from 3.45pm - 6pm.

JH gave an overview of the proposed changes to the appointment booking system. He explained there will be a higher percentage of book on the day appointments where patients who need to see a Doctor will be added to a 'Patient Pool'. The pool will be reviewed by the Doctors available and they will select patients they know to try and provide continuity of care. JH clarified that GP's are

generalists not specialists and would select the patient because they know them rather than because of their problem. The proposal is in the early stages and will require a lot of fine tuning.

11. Date of next meeting

Tuesday October 16th 2018 at 7.30pm