



PATIENT PRACTICE GROUP (PPG)

ANNUAL GENERAL MEETING

24th APRIL 2018

Present: Sarah Chambers (SLC), Jane Burnett (JB), Dr. James Henderson (JH), Gladys Ward (GW), Bill Cuthbertson (BC), Anna Macleod (AM), Gill Whatling (GWh), Brian Smith (BS) Danny Williams (DW) and Jane Mitchell (JM).

1. Apologies

No Apologies were received.

2. Approval of the previous minutes

The minutes from the previous meeting on March 13th were approved as accurate.

3. Matters arising

- Caller Display

The equipment to have a caller display in the main waiting room and Nurses' waiting area has been ordered. However no installation date has been given yet as the company need to work with NHS Grampian Information Technology department to access our system and this has slowed progress.

- PPG Promotion

A new generic email address has been set up for patients to contact the PPG and this has been added to the PPG Notice board.

SLC reminded everyone to send their photos in or, if members didn't want their photo on the board, to let her know so names could be added without a photo.

- Top Ten Tips when seeing your GP

Each member was tasked with highlighting the bits they thought important in the document, streamlining it and making it more suited for our patients. A new version, taking into account the work done by the members, will be pulled together and posted on the Facebook page.

4. Constitution signatures

Following circulation of the draft constitution at the previous meeting, no nominations for chairperson were received. Therefore the constitution was amended to reflect the Practice Manager as chairperson and all members present signed the document.

5. New member applications

One new member application was received from a 16 year old pupil at Banchory academy. The covering letter was read out which detailed a number of social and peer groups the individual could represent, which included Banchory Academy, Banchory Boys football club and Banchory Athletics club. It also stated he would be keen to get involved with creating and maintaining the new PPG Facebook page. All agreed he would make a great addition to the group so SLC will contact him to inform him of the decision.

6. PPG Promotion

- Networking

JM suggested she speak to the chair of Stonehaven and Laurencekirk PPG to see if they would be willing to share how the work they do. JM also suggested she speak to Chris Third at the Scottish Health Council as they are organising a networking event.

- Annual Survey

The annual survey was discussed as to the themes, format and potential sites for distribution. All agreed it should have an online presence. It was agreed members would think about potential themes/questions for the next meeting so that JB and SLC can draw something up.

7. Feedback from patients

- Date as postmark

GW had received a letter from the surgery which said 'date as postmark' but as it had been sent through Docmail it didn't have a postmark. SLC will let the admin team know.

- Travel service

DW missed the 8 week deadline for getting his travel risk assessment form back to the practice. He asked if it could be made clear on the practice website that forms would not be accepted if it was less than 8 weeks until date of travel.

- Review appointments

GW asked what the protocol was for patients who have been asked to make an appointment by the GP in X weeks only to find there are no available appointments in the required time frame. JH stated that this would prompt a phone call from reception through to the GP to see if there was any flexibility or if the patient needed to be fitted in. However it is important that if patients are asked to make an appointment they do so at the time of being asked rather than waiting until a few days before they're due to be seen when it is unlikely any appointments will be available. GW said this is the type of information that could go on the PPG Facebook page.

8. Any other business

- eConsult

The practice has been piloting eConsult since August 2016 and its usage by patients has gradually increased. DW said he had found it very good and much better than other such 'self-help' websites. GPs also find it very useful as it structures the complaint and is clear from the outset what the patient wants to get from the contact with the practice. However Scottish Government have decided they will not fund the pilot past the end of the two year deadline (July 2018) and it will not be rolled out to other practices, as it was hoped. The practice is due to discuss this further but if all funding is withdrawn the service would have to be withdrawn as it has an annual price tag of almost £10,000.

- Chronic Medication Service (CMS)

BC praised the Chronic Medication service and suggested not everyone who could benefit from it knew about it. CMS is for patients on long term stable medication. The practice is able to issue a serial prescription for 24 or 48 weeks of medication which the chemist can dispense without patients having to order it. The chemist monitors the patient and the practice reviews the medication annually. BC suggested that the PPG design a flyer, perhaps with the CMS registration form on the back, with details of the delivery service offered by Banchory chemists on it too. BS offered to print the flyers. JB thought this was a good idea as patients who have already registered for CMS still hand their order slip in at reception and staff have to ring to explain how it works again. SLC to contact the two chemists in Banchory and liaise with BC following their reply..

- DW

DW informed the group that he was going to Dundee in September to study medicine so the next meeting would be his last.

- Old People's Charter

JM shared with the group that the Old People's Charter is being reviewed and patients are invited to a meeting at Hannover Court on May 14th from 10am until 12pm, to have their say about what should be in the new document.

- Aberdeen Wellbeing Festival

From 16th to 22nd May – JM will send information through to SLC to forward. There is also a Wellness lunch at Banchory East Church which again she will send details of to SLC.

- PPG Networking event

JM informed the group that there is a PPG event on June 4th in Banchory. She will send information to SLC to circulate.

Post Meeting note – Information received from JM regarding the networking event:

Patient Participation Groups (PPG) Awareness Week 4th -10th June 2018

To coincide with national PPG awareness week several events have been organised across the UK to bring members and potential members together for learning, support and discussion. Practices are invited to have up to 2 representatives attend.

4/6/18 Aberdeenshire Event Banchory Glen O Dee Hospital from 10.30-3pm Lunch will be provided.

There will be two workshops at the event. Suggestions for topics are welcome and Chris will be sending out more information on this as it becomes available. If anyone has an idea for a topic please contact Chris and his Team at Scottish Health Council. Suggestions received so far are; Recruitment of members.

Throughout each event Social media will be used to link events together and to keep those unable to attend involved in the events. Live updates will be tweeted and shared through social media. Workshop notes will be shared live in this way by facilitators.

Those interested in attending should contact Chris at Scottish Health Council on christopher.third@scottishhealthcouncil.org

- Friends of Glen O'Dee

BS is a member of Friends of Glen O'Dee, which is a committee of members who decide how patient donations are spent. He said that over the years they have funded many things but now are struggling to spend monies donated and don't want to invest any more in the fabric of the building as its future is unknown. He suggested that he act as a connection between the two groups so that if there is something needed for Banchory patients this is raised at the GOD committee meetings. All agreed this was an excellent idea.

9. Date and Time of Next Meeting

Tuesday July 17th 2018 at 7.30pm