

Minutes of Patient Participation Group Meeting

4 June 2019



Present

Practice Manager Jan McCulloch

Reception Supervisor Kingsleigh Mitchell

Admin Assistant Angeline Salani

Patients – 13 patient group members attended

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1. Minutes of Previous Meeting

The minutes of the previous meeting were adopted as read.

2. Previous Meeting Actions

The Group were informed that all previous actions had been completed or were in hand.

- Jan has been in touch with Ayrshire Roads Alliance about creating a “drop off point” and it is being considered. The other tenants in the building also feel this would be beneficial.
- Routine PSA screening – Dr Hunter advised that this blood test is not indicated in patients without symptoms as it can provide a false positive reading.
- Self Check-In – Of the patients surveyed in 2017, 78% said they would prefer to check-in for their appointment with a receptionist.
- Online Appointments – we are still unable to offer online appointment booking with our clinical system and this is being reviewed with NHS A&A and the system provider.
- Cervical Screening - Girls younger than 25y would be informed about cervical screening at their contraceptive check

3. Realistic Medicine

Now in its fourth year, the latest Realistic Medicine report from the Chief Medical Officer, DR Catherine Calderwood, has recently been published. Dr Calderwood’s emphasis is involving patients in the decisions being made about their care by asking “What Matters To You?” rather than “What Is

The Matter With You?” Dr Hunter explained he felt General Practice had been working this way for a very long time, providing a holistic approach in general practice was second nature and that our patients were already familiar with the concept. Our intention is to provide relevant information to the patient to enable shared decision making about the options available to them in delivering quality healthcare.

4. Daffodil Standards

The Daffodil Standards are a framework of tools and statements created by the RCGP and Marie Curie UK to help in the delivery of end of life care and care of patients with serious illnesses.

The Practice has worked to Gold standards for a long time and has developed a good working relationship with the Ayrshire Hospice. Patient feedback has always been positive in the care and support we offer to patients and their families throughout this difficult and distressing time in their lives.

From the autumn we will be working with the Daffodil Standards.

5. Smoking Cessation

The Practice is now offering a smoking cessation clinic on Friday afternoons in partnership with Quit Your Way. Jackie McCullagh offers one-to-one sessions with patients who would like support to give up smoking. We record the smoking status of every patient as they join the Practice and also opportunistically as they attend appointments or receive telephone advice. All of the recorded smokers have been invited to attend.

The group wondered what the age group split of the smokers was and whether any of those who had managed to give up are vaping instead. It was suggested by a group member that perhaps a Tuesday evening clinic be offered for those patients who cannot attend on Friday afternoons.

Actions

- **Approach Jackie for consideration of evening clinic**
- **Is there any guidance of vaping v smoking?**
- **Analyse demographics of current smokers**

6. NHS A&A Campaign – Multi-Disciplinary Working

Multi-Disciplinary Working has been promoted via social media over the past few months to show patients the changes and advances in General

Practice working. As part of the new GMS contract new professionals are coming into General Practice to provide a multi-disciplinary team (MDT).

The Practice has been promoting its own MDT with Facebook posts and waiting room displays. Our team includes:

- GP Partners and trainees
- Advanced Nurse Practitioners
- Practice Nurses, Healthcare Practitioner and Phlebotomists
- Advanced Musculoskeletal Physiotherapist
- GP Pharmacists
- Community Link Worker
- Addictions Project Worker
- Occupational Therapist specialising in Addictions

Some Practices also have Mental Health workers included in their MDT.

Outwith the surgery there are also other initiatives promoted by NHS Ayrshire & Arran.

- Pharmacy First allows people to use their community pharmacy as their first port of call for common conditions without the need for an appointment. Women aged 16 to 65 can receive treatment for simple UTIs (Urinary Tract Infections) and some skin infections can also be treated.
- Eyecare Ayrshire allows patients to see their local optician with eye problems. They are specialists who can use their knowledge and specialist equipment to examine the eyes for diagnosis. In some cases they will also issue a prescription you can take straight to the pharmacy.
- Ayrshire Community Blood Service – This service is being introduced to allow patients needing blood tests for hospital appointments, or follow up blood tests after discharge, to attend a centre convenient to them and have their bloods taken by a community phlebotomist instead of visiting the surgery.

The group have previously discussed signposting by receptionists as care navigators. Our reception team have been trained to take information from patients in order to direct them to the most appropriate professional for their needs.

7. Team News

Changes in the team were announced to the group.

Dr Simpson gave birth to a lovely baby girl at the end of April; she and her husband are delighted and thoroughly enjoying parenthood.

Dr Haveron left the Practice at the beginning of May and at the time of the meeting Deborah Gardiner, ANP, had just a few days to work before moving on to another Practice closer to home.

The group were advised Kate Hollins joins the Practice on 1 July. Kate is a very experienced ANP who has been working in the community with the District Nursing Team so already know some of our patients.

It was announced that Dr Nisbet and Dr Ledger will join the Partnership in August. Dr Nisbet has been completing his GP training with the Practice and Dr Ledger has been working locum shifts since Dr Simpson went on maternity leave. We have also been working with Dr Felicity Henderson and Dr Alex Czerniewski for locum cover.

Two new GP trainees will join us in August; Dr Phillipa Dawson and Dr Rachel Hughes.

Karin, Assistant Practice Manager, and Practice Nurse Sophie were both presented with vocational training awards at the recent RCGP Conference for Business Management and General Practice Nursing.

The admin team have undergone dementia friendly training with Dementia Friends Scotland and are wearing badges to promote this.

Undergraduate Student Nurse Sharon Wilson has been working on a Loneliness Campaign and presented a stand in the foyer promoting support services during Loneliness Week.

Action

- **Share Sharon's loneliness campaign on social media**

8. Newsletter

The group were asked for suggestions as to what they would like to see in the quarterly newsletter. They were asked if they felt they should be more or less frequent or a change of format is required.

Action

- **Ask for suggestions in next newsletter**

9. Any Other Business

- The group were asked if there were any health campaigns they would like the Practice to promote or any they would like to promote themselves within the Practice. Kingsleigh and Sophie are responsible for advertising the Health Promotion campaigns in line with the Public Health calendar and would like help from the group if they have a special area of interest.

Action

- **Canvas all group members on health promotion campaigns**
- Ayrshire Urgent Care Service (AUCS) is the service that replaces Ayrshire Doctors on Call (ADOC). A group member asked if we were aware of any changes in the running of this service being taken over. Although it is believed the management of out of hours care will now be the remit of a South Ayrshire Practice, nothing official has been confirmed by NHS Ayrshire & Arran. It was also asked if the Practice has noticed in any difference in the number of patients contacting or being seen by AUCS since the move to more ANPs being employed by the service. The Practice has seen no difference.
- Comment was made of the waiting room notice boards and how neat they are looking.

Action

- **Photograph notice boards to post on social media.**
- The Practice is still actively collecting mobile numbers and email addresses. It was suggested a profile of patient demographics using these forms of communication be investigated to make best use of them.

Action

- **Profile demographics of patients with email/mobile**

Dates of next meetings:

- **Tuesday 8 October 2019**
- **Tuesday 4 February 2020**
- **Tuesday 9 June 2020**