

Minutes of Patient Participation Group Meeting

3 September 2024



Present

Practice Manager	Jan McCulloch
PPG Members	12 Members
Guests	Vicki and Maeve, Community Link Practitioner team

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Tonight we celebrated 10 years of PPG!

The group were thanked for their ongoing consideration and support of the surgery.

1. Community Link Worker Presentation

The Group welcomed Vicki and Maeve, from the Community Link Practitioner team.

Vicki provides clinics in the Practice 3 x per week, either by telephone or face-to-face and can help patients with a range of services including housing and social issues. Patients can self-refer and with appointments of up to an hour, Vicki has the time to spend with patients, supporting them to attend groups and services, and help with money issues. There is a CLP in every Practice in Ayrshire, and patients can contact Reception to book an appointment.

Action

- Promote this service on social media and in our waiting room

2. Action Plan Update

Remaining Actions from March 2024 as follows –

- Health and Care Experience results – post in our usual patient information areas
- Test results – create a patient information leaflet and update website with the same information
- Promote the Young Carers scheme – send text message to all 3-16 year olds advising them of the benefits
- Display in Waiting Room posters reminding teens to update their mobile number on record; and promote young people’s rights to confidential healthcare

3. Health and Care Experience Survey Results

The Health and Care Experience survey is run by Scottish Government every 2 years to gauge patient satisfaction with a range of healthcare services, including General Practice.

The Practice is delighted to again have scored top marks with 93% overall satisfaction, compared with a Scottish average of 69% and an Ayrshire average of 65%.

The group reviewed each area in some detail and congratulated the Practice team on an excellent set of results. The following action points were agreed –

Action

- Display our opening hours, including the fact we’re closed every Wednesday lunchtime for staff training.
- The satisfaction with arrangements to speak to a pharmacist had fallen by 10%, and Mental Health Practitioner by ???. The system was the same as before, and so it was thought we should promote the services of our aligned healthcare team, and how patients can access them.
- Patients living with chronic conditions are invited for an annual health check, as are those over 75 years and carers. We recognised a gap for those who don’t fall into these categories, and would consider rerunning the open evening health event; and letting patients know that we offer lifestyle checks on request. We would also post the “Get Checked Early” campaign which advises on the health screening available such as bowel and cervical smear screening.

- Commit to continuing our same day turnaround on prescriptions.
- We would post the “Referral to Treatment” guidelines and current hospital waiting times for patients referred to secondary care.
- Let patients know that we have no patient car parking, and only 10 spaces for the GPs and Nurses who may go out on call. **Arrangements can be made for drop off for those who need it.**

4. Cervical Screening

Our new Practice Nurse, Lauren popped in to say hello to the PPG and provide an update on her quality improvement project, which tries to encourage woman aged 25-30 years who have never had a smear to attend. On Lauren’s survey, the main cause for non-attendance was reportedly fear. The PPG thought it may help allay fears if the Practice shared the very positive outcomes from their cervical screening, and could actually show the patients what’s involved.

Action

- Establish the percentage of normal smear results
- Lauren to create a video showing patients the process

5. Diabetes Management

NHS Ayrshire & Arran have a “Let’s Prevent” scheme for patients who have higher than normal blood glucose results and may be considered pre-diabetic. With the help of a dietician the patient is encouraged to look at lifestyle choices and reduce their blood sugar before diabetes develops.

My Diabetes My Way is an online tool for patients to self-manage their diabetes.

Action

- Post both these programs on social media and our Practice website

6. Barns Choir

Barns have started their own patient and staff choir, called “Singing for Health”. It runs every second Tuesday in the Waiting Room and is great fun. All are welcome, and the group were asked to encourage attendance.

7. RSV Vaccination

Scottish Government through NHS Ayrshire & Arran are delivering a Respiratory Syncytial Virus vaccination program to protect new borns, infants and older adults. RSV is a mild illness, with cold-like symptoms.

The vaccine is available to those turning 75 years between 1 August 2024 and 31 July 2025, and pregnant women of 28+ weeks gestation. A catch up program for those aged 75-79 years will commence thereafter.

Some of the group have had their invites, and we discussed the benefits and drawbacks of the Mass Vaccination Centres.

8. Meet the New Team

The Practice welcomes –

- Drs McLachlan and Valente as long-term GP locums
- Drs Moeen and Chaudhry who are on the specialist GP training program
- Drs Jenkins and Krezdorn who are experiencing a 4 month taster of life in General Practice
- Stephanie, our new Pharmacy technician who joins us to support our Practice pharmacy team
- A host of new faces to the admin team, including additional staffing hours

9. Any Other Business

MSP visit - Carol Mochan, MSP for South Scotland visited the Practice recently to hear about the great reputation and services that we have. Carol said the majority of the complaints she gets from patients across the county are regarding GP access and medicine shortages. Carol complimented us on a great delivery and said it was clear to see what a great Practice we have.

Website Error – the group reported a message on our website when they were trying to order a prescription which said they had to register for services. This is not the case. The Practice would check with their website provider.

Action – check with website provider about error messages

10. Date of Next Meeting

Tuesday 4th March 2025