

Minutes of Patient Participation Group Meeting

4 March 2025



Present

Practice Manager	Jan McCulloch
Admin	Angeline Salani
PPG Members	12 Members
Guests	Lyndsay McManus SAHSCP

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

1. Action Points

Remaining Actions from September 2024 as follows –

- Cervical Screening – Lauren to create video of smear process
- Referral to Treatment guidelines share
- Carpark Access

2. Supported Decision Making

The Group welcomed Lyndsay McManus from South Ayrshire HSCP who talked through Supported Decision Making and the benefits of Power of Attorney.

Supported Decision Making can help you and your family make decisions about your future health needs should you lack capacity in the future through stroke or dementia diagnoses etc.

- Action – Display and promote services and info in waiting room/ social media etc

3. Storm Eowyn

We discussed how the Practice managed appointments and expectations on the day the storm. As primary health care the practice had to remain open for those patients with health needs that could not wait. The team were happy to help and morale was high within the team.

As expected, the majority of patients with booked appointments either rescheduled or chose to discuss issues by telephone if appropriate. Those willing to travel were seen as normal.

Changes were made throughout the day as more information became available as services were interrupted/ withdrawn for the safety of staff; e.g. lab collections were halted therefore appointments for blood tests had to be cancelled. Our MDT were advised not to travel, but some could provide telephone consultations from home.

It was agreed it would have been useful for pharmacies, as independent contractors, to convey their intentions to close so that local surgeries could advise patients where they could get urgent prescriptions from.

The PPG commended the Practice for “going above and beyond” for their patients.

4. Protected Learning Time

The Health Board provides cover for every Practice to have four afternoons of training every year. We advertise these in advance through the website, newsletters, social media and the front doors.

We agreed a recorded message on the prescription line will be run for future training events.

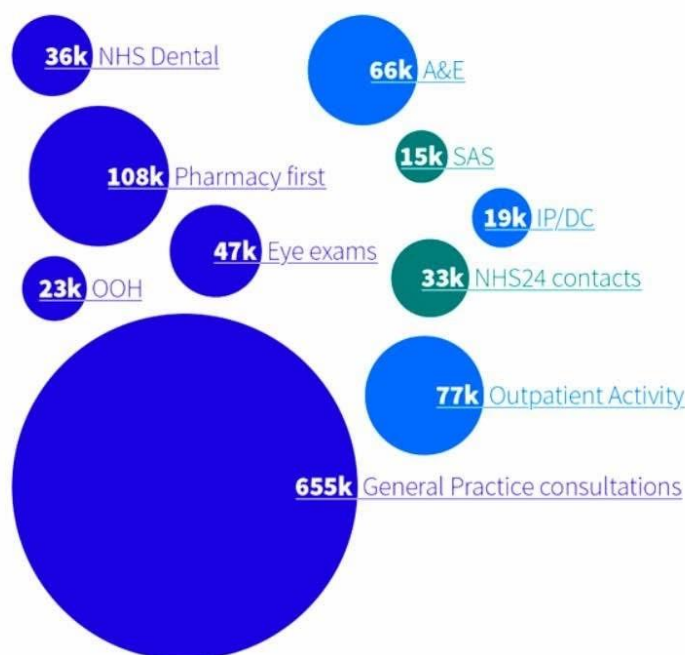
Action –

- Recorded message on prescription line a week in advance of future dates

5. Healthcare Improvement Scotland

The Practice recently shared the statistics below on the number of contacts for each specialty in January 2025. Of note to the group was the number of Pharmacy First contacts. The Practice will continue to advertise this useful and convenient service.

Using a similar infographic the Practice will look at some of our own stats for the month and publish for information purposes.



Action –

- Post Pharmacy First information
- Publish practice stats

6. RCGP Active Practice

RCGP promote an Active Practice scheme to encourage staff and patients to lead a more active lifestyle. The Practice signed up to this in January and is committed to the five principles:

- Reduce sedentary behaviour in staff
- Reduce sedentary behaviour in patients
- Increase physical activity in staff
- Increase physical activity in patients

- Partner with local physical activity provider

We discussed the various efforts made and ways in which we can achieve these principles.

Action –

- Promote Active Practice principles
- Promote activity challenges/ competitions etc.
- Link in with VASA to promote/ gain initiatives to help
- Promote Activity for Health referrals

7. OT Frailty

Early signs of frailty including falling or feeling unsteady on your feet can be reversible. Our Occupational Therapists can offer advice and measures to improve wellbeing allowing you to maintain mobility and independence.

The group were made aware of the service promoted by the OT team.

There is a Clinical Frailty Scoring app which could be shared with our patients to reach folk for early intervention. The Nurses would also begin scoring frailty during annual review appointments

Action –

- Share CFS app
- Nurses to start scoring frailty during annual review appointments

8. Aging Well Champions Board

We recently shared a post from VASA looking for enthusiastic over 50s to join the local Aging Well Champions Board. They are looking for members to get involved in helping make South Ayrshire a better place to live well and have a say in social issues such as housing, transport, social inclusion etc. The group were made aware of this as an item of potential interest.

9. Ayr Hospital Radio

A team from Ayr Hospital Radio visited the Practice late last year to promote their station. For the past few weeks the station has been playing in the waiting room. The range of musical styles played has been of immense enjoyment.

10. Date of Next Meeting

Tuesday 2nd September 2025