

## Minutes of Patient Participation Group Meeting

3 October 2017



### Present

Practice Manager            Jan McCulloch

Office Manager             Aileen Money

Admin Assistant            Angeline Salani

Patients – 10 patient group members attended

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Thanks were made to Alex again for providing home baking for the meeting.

### **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 as follows -

- Standalone PC – Jan had investigated available options for a waiting room PC for patient use. A tablet style screen was presented to the group which could be configured with suitable apps and site shortcuts.
- The Practice had been in touch with the Director of Student Services at Ayrshire College and had sent an email invitation to all 16-18 year olds to try and attract a younger demographic to the Group.
- Fail to Attend Analysis – Aileen carried an audit of the number of patients failing to attend appointments over a four week period. The results of this were discussed.

#### **Actions**

- **Consider text/e-mail response to patients who miss appointments asking them why they did not attend.**
- **Analyse those who've had a text to see if there is a difference in future attendance.**
- SPIRE – the SPIRE team confirmed no patient identifiable information would be extracted from any patient who had completed and submitted a SPIRE Opt Out consent form. Following the meeting, the Medical Research page of the Practice website was updated to include details of research companies the Practice works with, and also the SPIRE Opt Out form.

### 3. PPG Online Survey

The entire PPG had been emailed a list of questions and the responses discussed. From the responses the group would be asked to consider a Mission Statement for the PPG and they agreed the comments could be shared on the Patient Voice notice board.

It was suggested that a more accessible display be considered as it is awkward to view the notice board when patients are sitting in front of it. This was suggested before and the waiting room furniture rearranged in an effort to make this possible, however, the current seating arrangement fits best in the space and so was returned.

#### Actions

- **Jan to investigate partnership working with RNLI and the Gaiety Theatre.**
- **Entire PPG to be asked to consider Mission Statement.**
- **Comments from PPG survey to be displayed on Patient Voice notice board.**
- **Consider low level notice board in middle of face-to face seating**

### 4. Barns e-Health Strategy

Patients were invited to complete via email, Facebook page and also at Reception on the use of technology for patient services. The results were discussed with the group and will be displayed in the waiting room and the Practice website. See Appendix 1

### 5. Did You Know....? Display

The waiting room notice board for Practice Information was updated with statistics such as the number of patients seen in a week; the number of prescriptions processed; number of referrals made etc. and was shared on Facebook.

The group have been given much greater insight into the work that goes on behind the scenes in the running of the Practice and are keen that this information be shared as widely as possible.

### 6. Walking Group

A Walking Group was started in July by Nurse Sophie, running every Wednesday from 11am and a couple of members of the PPG help out. Twenty patients have taken part in total and an average eight come along each week. The group is open to patients and non-patients alike and those involved enjoy the social aspect as well as the exercise. A weight management programme is available to those who wish and one member

of the group is taking part in Walk Leader Training together with a member of the Practice Admin team.

## **7. Healthy Working Lives #goforgold**

Following the success of the Bronze and Silver campaigns the Practice are now aiming to complete the Scottish Healthy Working Lives Gold Award. There are ongoing activities with some of the team taking part in Sober October and others completing a “daily mile”. A Practice WhatsApp group is keeping everyone motivated. Through this, the team know more about each others outside interests that they may not necessarily have shared and morale within the team is high with overall health and wellbeing improved.

## **8. Work Experience Opportunities**

The Practice has offered every secondary school in South Ayrshire the chance of taster sessions to 6<sup>th</sup> year pupils with an interest in studying medicine and interest has been high. The pupils are given insight into the running of a General Practice and shadow the Admin team.

Whilst the students are not offered any clinical time due to the patient confidentiality aspect, the GPs feel that offering insight into the work involved will encourage them into studying medicine and General Practice in particular. It was suggested that perhaps role play of patient/doctor scenarios might be offered to let the students see what happens in a consultation.

## **9. Hearing Aid Battery Replacement Service**

The Practice has recently become a centre for hearing aid battery replacement with the service being open to patients and non-patients alike. Users can drop in any time during opening hours and pick up their batteries. Anyone who needed further help with their device would still need to be directed to the Audiology Clinic at Ayr Hospital. The service was proving very popular.

## **10. Flu 2017**

The annual flu vaccination campaign has begun. Open days were organised for Tuesday 10<sup>th</sup> and Wednesday 11<sup>th</sup> October when it is hoped the majority of eligible patients will be vaccinated. A catch-up open day is planned for Tuesday 7 November for those patients unable to attend the first dates. The District Nursing team will vaccinate the housebound population as usual.

Children aged 2-18 years are given the vaccine in the form of a nasal spray and it was suggested that an educational video showing its administration be made to promote this under the Practice e-Health Strategy.

**Action**

- **Practice to film educational video**

## **11. South Ayrshire Life**

South Ayrshire Life is a new service pulling together a directory of local events and services within South Ayrshire. The website [www.southayrshirelife.org](http://www.southayrshirelife.org) provides information on, GP Practices, support groups, charity events, volunteering opportunities and the like.

It was suggested the Practice might advertise the offer of 6<sup>th</sup> year work experience on the site.

**Action**

- **Consider promoting our sixth year work placement opportunities via South Ayrshire Life**

## **12. Any Other Business**

- **Smoke Free Homes**

It is our duty to protect our staff, and as such the Practice would like to ask patients not to smoke if they are expecting a home visit from one of our team. This is in line with all other community services, and the PPG agreed it was an important and reasonable thing to do.

**Action**

- **Promote Smoke Free Homes across our notice boards and social media in the usual way**
  
- **Scottish Health Council Invitation**

The Practice has been invited by The Scottish Health Council to give a presentation to other Practices interested in starting up or improving their own Patient Participation Groups. They believe that not only is our group the best example of a PPG in Ayrshire, but possibly in the whole of Scotland and we are very honoured! The presentation is due to take place sometime in November and we were delighted to accept the invitation. A member of our PPG had been invited to speak at the meeting also.

- **Access Support Card**

A supply of cards is available in the waiting room. The Yellow card can be carried by patients who may require extra assistance when attending appointments due to disabilities or health impairments. The patient simply shows the card to the receptionist to let them know they will require assistance.

- **Date of Next Meeting**

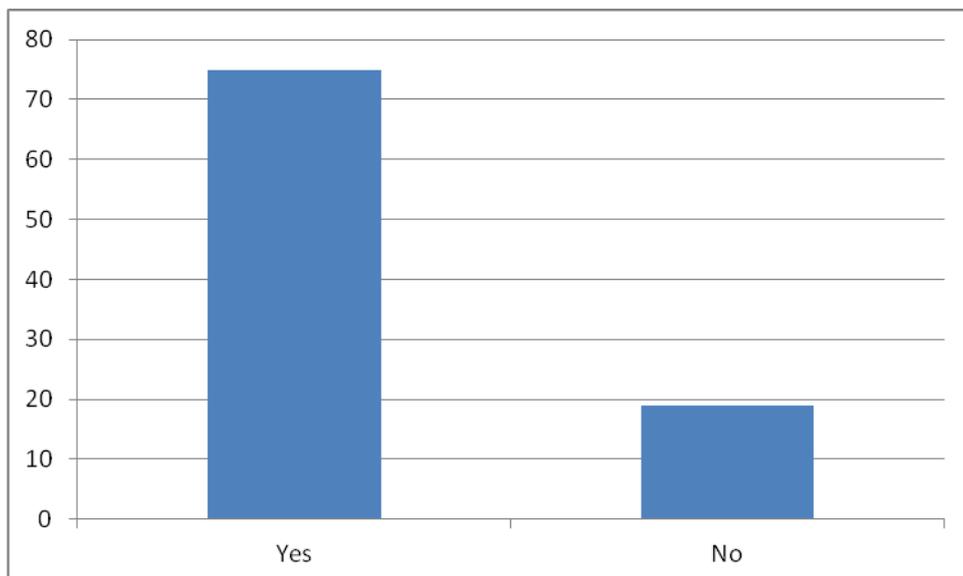
The next meeting is planned for Tuesday 6 February 2018

## Practice Survey On The Use Of Technology For Patient Services

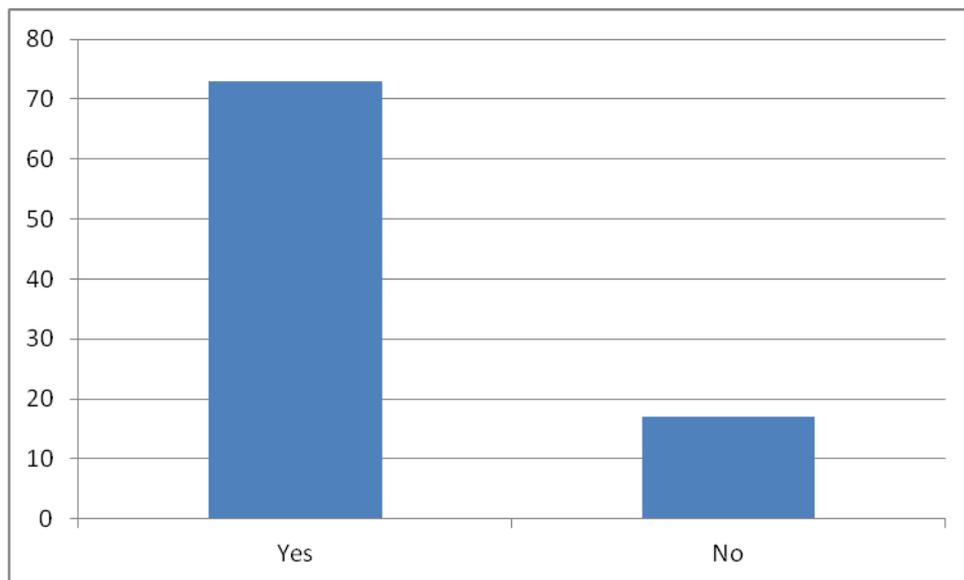
1. When checking in at Reception for an appointment, would you prefer to do this via



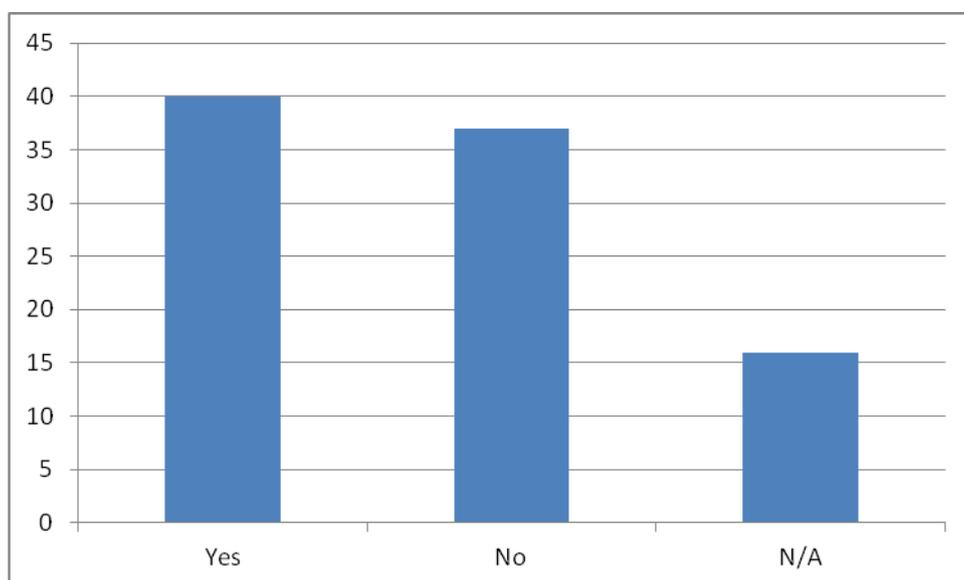
2. Would you like to be able arrange your GP/Nurse appointment online?



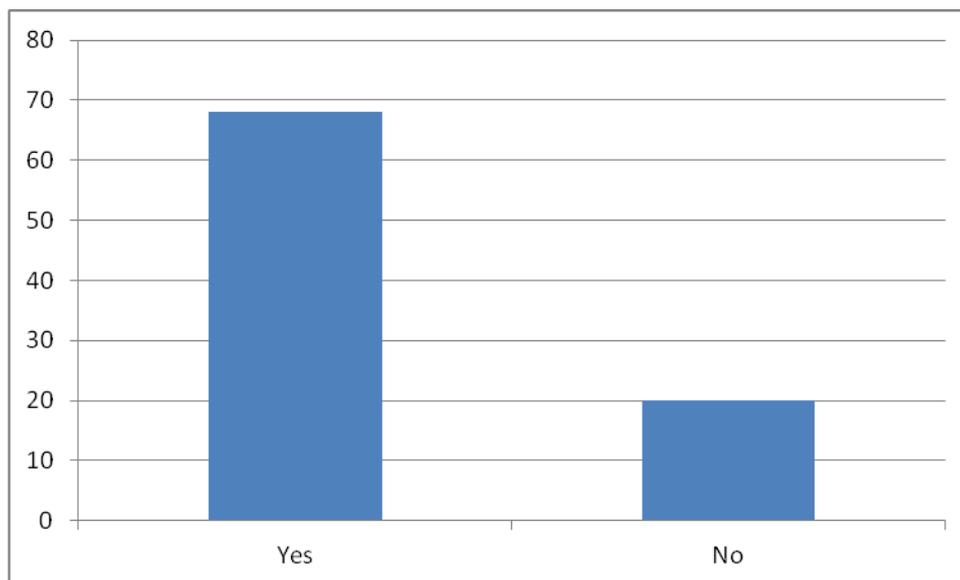
3. Would you like to routinely have your blood results emailed to you?



4. Would you wish to consult with the GP or Nurse over the web using video calling eg Skype or Face Time?



5. The Practice are considering making educational videos on things that we think might be helpful to our patients eg how to take your inhaler properly. Is this something you would like to see?



- Toddler care
- Restless leg syndrome
- Tinnitus
- Insulin injections
- Dietary advice on foods and the impact on the body and exercise regime
- Common critical first responder actions when someone is hurt
- Lifestyle choices
- Inhaler technique for kids
- Self care – minor ailments and infections, cuts and coughs
- Eye drops – anything you need to read the label for
- Anything that interacts with other medicines eg antacids
- How to recognise people in serious trouble when they don't look too bad eg mild stroke, angina or heart attack
- What kind of things people carry to alert others to their medical problems
- How to give seizure rescue meds etc
- How to prioritise issues during an appointment