

Minutes of Patient Participation Group Meeting

5 June 2018



Present

Practice Manager Jan McCulloch

Office Manager Aileen Money

Admin Assistant Angeline Salani

Admin Assistant Karin Thorburn

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 as follows -

- Email response asking why patients failed to attend appointments was carried out in January and discussed at the previous meeting. It was suggested the survey may be displayed on the waiting room TV screens as a pause for thought item and this has since been displayed together with posters in the waiting room.
- PPG Mission Statement – Jan and the team discussed the suggestions made by the group previously and using a word generating tool compiled a display of the most used words. This was shown to the group and will be displayed in the next newsletter and the notice board. It was felt that the most apt mission statement suggestion was “Be Part of Something That Helps Make a Difference” and has been adopted by the group.
- Atrial Fibrillation Screening – The group were shown a mobile app at the previous meeting which is used to screen for irregular heart rhythm - atrial fibrillation. As part of World Heart Rhythm Week, Linda from the PPG joined the reception team to screen patients as they waited to be seen. Thanks were given for her efforts. The Practice has been asked to present a poster at the RCGP Conference in October highlighting the impact of using such a mobile screening device to detect this condition.

- Pharmacy Services – Angeline volunteered to prepare a leaflet outlining the Minor Ailment Service provided by Pharmacies. This was extended to include other pharmacy services available and presented to the group.
- X-Ray Appointments – It was suggested at the previous meeting that there may be an issue with delays in x-ray reporting. Aileen carried out an audit on the time from date of x-ray until received in Practice and found there to be no delay. We were still receiving within 7 to 14 days.

3. New GP Contract

GPs in Scotland voted in favour of the New Contract which came into force on 1 April 2018. Jan gave a brief outline of what potential changes patients can expect, and Practices are beginning to see some of the effects of this now.

The Scottish Government have committed additional resources to expand the services available and make it simpler for the patient to have the “Right Care, Right Time, Right Place”. By offering a wider range of appointments with different healthcare professionals, waiting times for treatment should be reduced and GPs could be given longer appointment times to see patients with more complex needs.

4. Signposting Presentation

Karin delivered a presentation on Signposting. As Karin explained Signposting can be described as “providing patients with a first point of contact which directs them to the most appropriate source of help”. For many years the Barns Practice Receptionists have asked patients a few simple questions to ensure the patient receives – “Right Care – Right Time – Right Person”. With an expanding team and more services available in the community, it is important that we use the diverse skill sets effectively and so patients are “signposted” to the most appropriate person who can deal with their needs most effectively.

The Barns Receptionists have received training to be effective as a first point of contact with health services, listening to what the patient wants and knowing what options are available to offer. Of course, patients will always have a choice over who they wish to see, and staff will direct the patient in accordance with their wishes.

5. Health and Care Experience Results

The Health and Care Experience Survey results of 2017/18 are now available and were discussed with the Group. The Barns results were very

favourable, having again scored well above the Scottish average. The summary was shown –

Criteria	Very Positive or Positive	Scottish Average
How easy is it for you to contact your GP Practice in the way that you want?	96%	87%
If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP Practice allow you to?	88%	68%
The last time you needed to see or speak to a doctor or nurse from your GP Practice quite urgently, how long did you wait?	94%	87%
The quality of information provided by the Receptionist?	91%	77%
The arrangements for getting to see a doctor in your GP Practice?	91%	67%
The arrangements for getting to see another medical professional in your GP Practice?	88%	70%
The care provided by your GP Practice?	93%	82%

These results will be displayed in the waiting room and on social media. Thanks were given to anyone who took the time to complete the questionnaire.

Action – display HACE Survey 2017/18 Results

6. Team Changes

GP Partner –As discussed at the last meeting Dr Haveron joined the Practice Partnership in March of this year, having previously trained with us in 2009 and 2012. He popped in to introduce himself to the group.

Retirement –the Group were saddened to hear that Dr McGee will retire at the end of September 2018, after 36 years as Partner. We expect patients

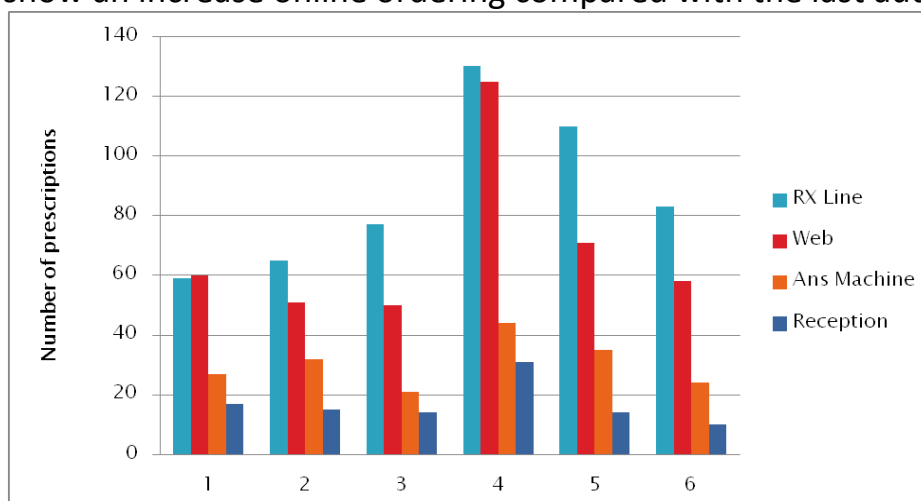
would like to pass on their good wishes for his retirement, the Group were asked for ideas on how this could be done eg when Dr Lawrie retired patients' tributes were collected in a book which was then presented to her. The team were asked for suggestions.

7. Chinese Delegation

The Practice had been asked by University West of Scotland to host a delegation of Chinese visitors to give them an insight into General Practice. There is nothing similar in China at the moment and treatment is available in hospital only. The visit was a great success and they were very impressed with services provided in Scottish Primary Care.

8. Any Other Business

- Heartstart Training – the next CPR Training event will be held on Tuesday 19th June from 5-7pm and is open to anyone. The group were encouraged to spread the word to friends and family who may wish to participate.
- Prescription Ordering – A recent audit was carried out on how prescriptions are ordered and the results presented to the group. The Practice actively encourage the use of online ordering and the results show an increase online ordering compared with the last audit.



- Electronic Results Access – a patient asked about the possibility of receiving test results by email. This has been considered for some time, and although a planned development for most clinical software systems, it is yet to be released. The group discussed the advantages and disadvantages of using an electronic results and it was hoped the Practice could set up an emailing system. This idea would be discussed with the Practice and if appropriate tested with the PPG.
 - **Action** – discuss with the Practice team operating an email system

- GDPR – New General Data Protection Regulations came into effect on 25 May 2018. It was agreed that patients who have provided the Practice with mobile numbers and email addresses have done so with the understanding that they will be used to send appointment reminders, annual review invitations and patient information leaflets and such. No further action was anticipated at this time

9. Date of Next Meetings

Proposed dates for next meetings:

- Tuesday 2 October 2018
- Tuesday 5 February 2019
- Tuesday 4 June 2019