

Minutes of Patient Participation Group Meeting

23 February 2016



Present

Practice Manager Jan McCulloch

Office Manager Aileen Money

Admin Assistant Angeline Salani

Patients – Kirstine D, Liz McL, Tom S, Ed A, Maureen B, Linda A, John H, Willie C, Graham H, Alison S, Sheila McN, Stephen G, Susan G, Alex F

Next Meeting: Tuesday 7 June 2016

Thanks were made to Alex F for again 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 the Action Plan had been discussed in detail with the Practice Team, and an update was provided -

- **Appointments Evaluation**

The Practice conducted a survey of patients aged 14-18 years to gauge interest in Teenage Health Checks. A questionnaire was displayed in the waiting room and a 'Survey Monkey' survey uploaded to Twitter and Facebook. Disappointingly only 3 responses were gathered, however all three were in favour of Teenage Health Checks. We discussed how the teenage population can be difficult to engage with, and it was likely that the low response rate could in part be as a result of this.

However the group took a positive view, that even with only limited return to the questionnaire, the Practice may still have encouraged others to engage at a later date. It was also suggested that by letting patients know at a younger age what services are available, may encourage more young people to attend for teen health checks when they reach the appropriate age, though for now it was agreed we would not take this forward.

- **E-mail Addresses**

Collecting e-mail addresses is an ongoing project which has gathered momentum since the last meeting. The Practice population have been sent text messages asking for e-mail addresses and 2 PPG members attended the flu open days in October to collect e-mail addresses from patients in the waiting room. We have stepped up the advertising campaign with posters throughout the waiting room and consulting corridor and flyers handed out with prescriptions. The number of email addresses collected has increased by 12% since the last meeting through these efforts and

we now have email addresses recorded for almost 30% of the Practice population. If patients who do not have an email address let us know, then we will stop sending requests.

- **'Did you Know?'**

The display has been updated and the Practice continues to offer information on the number of appointments offered, prescriptions issued, hospital referrals sent etc. It was suggested that figures of how much prescribed medicines cost and how much a GP consultation costs the NHS could also be displayed.

At this point the group spoke about the amount of wasted medicines, particularly when patients had been in hospital. The Practice are mindful of the cost of wasted medicines, and Angeline ensures reminders are posted in the Waiting Room.

- **Action** – explore average cost of medicines per patient and advertise if possible

- **Flu Vaccination Season 2015/2016**

Maureen and Linda attended the flu open days in October to collect e-mail addresses.

- **Chief Executive Meeting**

NHS Ayrshire & Arran Chief Executive, John Burns, was invited to the Practice to meet with patients and answer their specific questions.

- **Winter Newsletter**

The winter newsletter was displayed in the waiting room and circulated to housebound patients via the District Nurses.

3. Report of Meeting with John Burns, Ayrshire & Arran Chief Executive

NHS Ayrshire & Arran's Chief Executive, John Burns, was delighted to accept the invitation made by the PPG to meet with the patients of Barns Medical Practice. Notice of the meeting was advertised in the usual way and an invitation was sent to all email addresses. The meeting took place on 4 February and approximately 20 patients attended. Angeline provided an overview of the meeting, and those PPG members present thought it had gone well. Once approved, the Minutes will be circulated in the usual way. It was agreed we would detail Action Points in these Minutes, and report on any updates at the next PPG meeting.

4. GP Vacancy

It is with regret that the Practice announced Dr Pearson will be leaving the Practice in June, as she is relocating to Perth. Dr Pearson currently works 6 sessions per week and an advertisement has been circulated. Encouragingly there have been six notes of interest. It was explained that the Partners are looking for the successful candidate to cover the same number of sessions per week that Dr Pearson currently works (though would be flexible) and whilst a Partner would be preferable, a salaried GP would be considered. The PPG felt that the prospective new Partner should be aware they have the support of the PPG.

5. Flu Vaccination Season 2015/16

A report was given on another successful flu vaccination campaign. This year 92% of patients in the over 65 years had either been vaccinated or refused; and 78% of patients aged under 65 years and considered to be at risk, had been vaccinated or refused. Barns Practice had again vaccinated the highest percentage of eligible patients, making them the most successful in Ayrshire.

6. Shingles Vaccination

The shingles vaccination programme has been extended to patients aged 76 and 77 on 1st September of their respective birth years. The programme was previously open only to patients aged 70 and 79 on 1st September of their respective years of birth. Supply of the vaccine is limited to patients in these age groups only as part of a Government campaign. It was explained that after the age of 80 the vaccine is not deemed effective in the prevention of shingles.

7. Patient Satisfaction Questionnaire

Reception staff are currently asking patients to complete a short survey based on their consultation on the day. A sample questionnaire was distributed to the group and the results will be discussed at the next meeting.

- **Action** - Aileen to collate results for discussion at next meeting

8. Car Parking

The barrier to the car park has been in place for a few years now following discussion with the then four tenants of the building, now five tenants. It was put in place for reasons of public safety and a number of spaces are allocated to each of the tenants. It was reiterated that we cannot offer disabled parking to Blue Badge holders as we simply do not have allocation, however the two car parks close by offer disabled spaces and we have a wheelchair available for use if necessary.

The group were asked if they felt there was anything the Practice could do to ease access. It was agreed that the local car parks are in close proximity for access, and the Practice had taken reasonable steps for the majority of users. It was noted however, for patients just popping in quickly to pick up a prescription or the like, paying to park can be off putting. There was some discussion around concessionary parking for these purposes and Jan has agreed to investigate this possibility with the local car parks.

- **Action** - Jan to investigate car park concessions to allow short stay free parking

9. Spring Newsletter

The group were asked if there was anything they would particularly like to see in the next newsletter. Some suggestions were made about opening hours and public holidays. Angeline will draft the Spring Newsletter for comment from the PPG before circulating to the wider Practice Population.

- **Action** - Newsletter to be distributed by e-mail, District Nursing Team and displayed in waiting room

10. Any Other Business

- Buzzy Pain Relief – A patient kindly donated two “Buzzy Pain Relief” devices to the Practice and these were shown to the group. The devices are used as pain relief eg when administering injections or taking blood from children. They have an ice pack attached to numb the site whilst vibrations distract the child from pain.
- GP telephone consultations – The group were asked for their opinion on the GP’s offering more consultations by telephone. Although the Practice already offered telephone consultation service, it was suggested if it were expanded then the waiting time to see a GP of choice could be reduced. Expanding the telephone consultations would mean reducing face-to-face consultations, though the Group were in favour of this. Discussion took place around the possibility of using the internet eg Skype for face-to-face consultations, which if NHS Ayrshire & Arran IT department allowed it, may be a possibility for the future.
- Ayr Hospital Accident & Emergency Unit – this new department held an Open Day recently. Though it was felt it could have been better advertised, one of the PPG members attended and had a favourable impression of the new facility.
- Future PPG Meetings – the Group were asked if there were any topics they would like covered at future meetings, and if anyone had any ideas to send them in to the team.
- Practice Telephone Number Identification – a member of the Group queried the telephone number used when the Practice made outgoing calls. With the current telephone system the main surgery telephone number could not be displayed when dialling out, however from previous PPG discussions, the Practice had arranged for the local telephone number to show as it was recognised patients would not answer a call from an unknown or withheld number. We would let patients know this in our next Newsletter
Action – inform patients via the next Newsletter a local number is used by the Practice for outgoing calls, though this won’t receive incoming calls

11. Date of Next Meeting

After the meeting the date of next meeting was set for Tuesday 7 June 2016.