

Minutes of Patient Participation Group Meeting

7 June 2016



Present

Practice Manager Jan McCulloch
Office Manager Aileen Money
Admin Assistant Angeline Salani
Patients: Kirstine, Liz, Ed, Maureen, Willie, Sheila, Michael
In attendance: Brian McQuillan, Community Engagement Officer
 Dr Tommy Hunter
 Dr Gillian Simpson

Next Meeting: Tuesday 4 October 016

At the start of the meeting Dr Hunter took the opportunity to inform the Group that the Practice was to pilot the services of a Community Link Worker. This new post was funded through the Health and Social Care Partnership for 2 years. Giving some background to her role, Dr Hunter asked the Group for suggestions on where they think her services would be best utilised. Patients with long term conditions like diabetes, MS and respiratory disease were felt by the Group to be most in need and those generally who would benefit from supported self-management. The CLW would be asked to attend the next PPG 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 -

- **“Did You Know.....?” Displays**

The Group had suggested sharing information on the cost of medicines. In consultation with our support pharmacist, we calculated that £366,000 of NHS Ayrshire & Arran prescribing funds had been saved by the patients of Barns Medical Practice by using generic rather than brand-name drugs.

- **Patient Satisfaction Questionnaire**

Results had been collated, discussed with the clinical team, and would be reported later in the meeting.

- **Car Parking**

On circulation of the last minutes a patient had contacted us to let us know that free parking to blue badge holders was offered in car parks run by Ayrshire Roads Alliance and on single or double yellow lines. The Practice had also contacted Parking Ecosse to see if they could offer a reduced rate to patients with appointments, and awaited a response. For more information following the link - www.ayrshireroadsalliance.org/Parking/Disabled-parking.aspx

- **Spring Newsletter**

The draft spring newsletter had been circulated to the PPG for approval, and was circulated and displayed in the usual way. This included sharing the local telephone number which showed when the Practice called patients.

3. Introduction to new GP Partner

Dr Simpson popped in to the meeting to say hello. Before her appointment she had been impressed by the Practice website; the waiting room displays, the use of social media, and the obvious focus the Practice placed on patient values. She recognised this was as a result of collaborative working with the Barns PPG.

4. Community Engagement Officer Presentation

Brian McQuillan is the Community Engagement Officer working within South Ayrshire. He attended the Barns PPG Meeting to explain his role and the integration of health and social care services. The Partnership aims to bring services together in a co-ordinated way so that they are easier to access and better suited to people's needs. There are six localities within South Ayrshire and Brian is involved in Ayr North and Villages and Ayr South and Coylton localities. He is also involved in various communities at local level, engaging and listening to the needs of the public in order to shape the services offered.

Discussion took place about perceived gaps in the service, and how we could address these at Practice level. The PPG were keen to share this information with the general patient population.

Action – Practice to display and circulate information on Health and Social Care Partnerships, Community Engagement, and opportunities available

5. Patient Satisfaction Questionnaire Results

The Practice had run a patient satisfaction questionnaire on 25 consultations for each clinician and the results were discussed with the Group. This is not a mandatory requirement, but rather something the clinicians wished to do to improve their consultation style if necessary and better enable patients to manage their health better where appropriate. Although we were unable to benchmark ourselves against other Practices, the results were very good and each clinician used them for reflective learning.

6. Health and Care Experience Survey

The Health and Care Experience Survey is run by the Scottish Government every 2 years where a random sample of patients is asked about their experiences of accessing and using primary care services.

It was 2 years ago the Practice held their first ever PPG meeting, and at that time we reviewed the Health and Care Experience Survey 2013/14 results and used these as a basis to improve the quality of the service we provide.

Results from the 2015/16 Survey have just become available, been reviewed by the Practice team and were now shared with the Group. 15% of those invited to take part had responded (this response rate was similar across Scotland).

The Practice was encouraged by the results which were excellent, and in the main, well above the Scottish average. Overall patients feel they are treated with respect, compassion and understanding, and the level of care received is of a high standard. A link to the full results is available here [Scotland's Health and Care Experience Survey Practice Results](#).

Comparing the 2013/14 results with this year's, we were heartened that in all but one area, our services had improved. These comparative figures would be displayed in the waiting room; the results shared on our Practice website and through our social media pages.

7. Practice Nurse Vacancy

The Practice is currently in the process of recruiting a trainee Practice Nurse. This is an additional post of 20 hours, with a planned 5-year training program, designed to fill the gaps in Practice Nursing hours. Five candidates have been shortlisted to second interview in the coming weeks.

8. Summer Newsletter

The Group had no items to add to the next newsletter other than those already discussed this evening. A draft copy would be sent to the Group for approval, ahead of circulation.

Action – draft Summer Newsletter, send to online PPG members for approval, and circulate in the usual way

9. Any Other Business

- Breast Screening – our female patients aged 50-70 years would be invited to attend their 3-yearly mammography within the next few weeks, organised by the Breast Screening Service. The screening unit will be at Asda in Heathfield Retail Park for 3 months from July.
- Nursing Home Alignment – most Practices in South Ayrshire come August will be aligning with particular nursing homes. This pilot project endorsed by HSCP is expected to ensure a more efficient way of working, by developing close working relationships between General Practices and aligned Nursing Homes. The Group thought this was a positive step forward.
- Staff Changes – the Practice said goodbye to Shona Park recently after 27 years service with the Practice. Many patients may recognise Shona from the prescription line. We have

employed a work experience student to cover Shona's hours on a 3-month temporary basis over the summer.

10. Date of Next Meeting

The next meeting was set for Tuesday 4 October 2016, at the usual time of 5pm.