

Minutes of Patient Participation Group Meeting

5 February 2019



Present

Practice Manager Jan McCulloch

Office Manager Aileen Money

Data Assistant Kingsleigh Mitchell

Patients – 11 patient group members attended

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.

- Jan will contact South Ayrshire Council to see if creating a “drop off point” would be possible.

3. Scottish Cervical Screening Campaign

In Scotland, uptake of cervical screening is on a downward trend; with the latest national figures showing just 73% of eligible women attend for screening, compared to 80% attending twelve years ago. The Practice figures reflect this change.

All women aged between 25 and 65 years are invited for screening. Uptake is lowest amongst the 25 – 30 year old group.

We discussed the various barriers, the main being many young women don't see it as a priority and fear, pain and embarrassment are also common.

Action -

- Posters in waiting room to raise awareness of decline in numbers and encourage attendance
- Discuss the importance of screening with the pre-25 age group
- Contact School Nursing Team – do they discuss with teenagers? Is education part of the HPV vaccination programme?

4. Ayrshire Maternity Services

Scottish Government have introduced a Best Start initiative which is a 5 year program aiming to provide women with continuity of care – so being looked after by the same team of midwives ante-natally, during delivery and post-natally. NHS Ayrshire & Arran provide the Practice with a team of 3 named midwives to deliver this care.

All our ante-natal clinics are now held in the Heathfield Suite at Ayr Hospital, and first ante-natal appointments either at Heathfield suite or North Ayr Health Centre. Anyone finding themselves pregnant can call the dedicated “First Booking” telephone number – 01563 825411 - for an appointment with one of our midwives.

It was noted that as part of the first steps of the 2018 GP Contract’s Vaccination Transformation program, midwives were now delivering all pertussis and flu vaccinations during routine ante-natal appointments.

5. Addictions Service – Barns Pilot

The Practice will be working alongside the NHS Community Addictions Team and Addaction to offer weekly clinics for those dealing with Drug and Alcohol Addiction. Clinics would start in March 2019 and would be by GP referral only in the first instance.

6. Team Changes

Our Office Manager Aileen retires at the end of March after 30 years of service. Kingsleigh will take over the responsibility of Reception.

Hannah, who joined our Reception Team early last year has successfully completed her SVQ Level 2 Business Administration.

Toni joined our Nursing Team last year as Trainee Practice Nurse, following a successful student placement at Barns during her studies. This is part of a

Scottish Government initiative to provide an opportunity for newly qualified nurses to enter the General Practice Nurse workforce.

Community Pharmacy – we now have a full time Pharmacy team. Martina who attended the PPG Meeting previously has been replaced by Kay and Lorraine and we now also have a Pharmacy Technician called Ria. The 2018 GP Contract focuses strongly on pharmacotherapy, and Scottish Government are committed to aligning a full-time pharmacy team to all Practices by 2020. Our Community Pharmacists offer Medication Reviews; both face to face and by telephone, assist with Prescribing Projects eg COPD and in general enhance and develop the prescribing process. Patients can self-refer for help with medications or other prescribing matters.

Community Link Practitioner – After losing Rebecca’s services last year, we now have another CLP attached to the Practice, Fiona Norbury. Fiona offers support and guidance on a wide range of areas. This service had previously been very beneficial to patients and we are pleased to be able to offer it again. Patients can self-refer to Fiona’s clinic which is held weekly on a Tuesday and Wednesday, or can pop in to the Book n Bun in Newmarket Street where similar services are held.

GP Trainees – Dr Laura McKelvey has finished her Specialist Training Year 1 placement and been replaced by Dr Myo Aung who will be with us until August 2019 before leaving for further hospital training and re-joining us in August 2020.

Dr Simpson – Dr Simpson will be taking maternity leave in May 2019. She currently works 8 sessions per week, and these sessions will be covered from August by Dr Nisbet. The Practice is still seeking a locum to provide cover from May to August.

7. Blood Pressure Pod – Waiting Room

We are currently in the process of having a BP Pod set up in the waiting room. This will enable patients to check their own Blood Pressure without the need for an appointment. The Reception Staff will offer guidance on

whether readings need to be reviewed by a clinician. The pod should be beneficial for those who require BP checks before prescriptions can be issued, the contraceptive pill for example.

Action – promote “Know Your Numbers” and encourage opportunistic BP measuring

8. Any Other Business

- **Patient Comments** – it was suggested that PSA checks be offered routinely to men when attending for Annual Reviews. There has been some debate about this nationally, most recently yesterday. This would be raised with the clinical team and fed back at the next meeting.
 - **Action** – discuss appropriateness of routine PSA checks at Annual Review with the Practice clinical team
- **Patient Thanks** – one member commented on how quickly she was seen at the hospital following a GP referral and another wished to offer thanks on behalf of her husband who had received a copy of his blood results from the Practice.
- **Self Check-In for Appointments** – the Group thought offering a self check-in option at Reception for patients with appointments might be popular.
 - **Action** – Patient opinion on self check-in would be canvassed in the first instance.
- **Online Appointments** – the Group had asked before if the Practice could offer online appointments. This is something the Practice would be keen to do, however having explored this further, discussions with the clinical system provider and NHS Ayrshire & Arran had stalled.
 - **Action** – contact NHS Ayrshire & Arran and INPS, the Clinical System provider for an update on progress
- **Nail Cutting Service** – one of our group informed us of a nail cutting service offered at the Book and Bun in Newmarket Street and the Practice will enquire about this.

The next meeting will be held on Tuesday 4th June.