

## Minutes of Patient Participation Group Meeting

4 October 2016



### Present

Practice Manager	Jan McCulloch
Office Manager	Aileen Money
Admin Assistant	Angeline Salani

Patients – Alex F, Sheila McN, Alison S, Kirstine D, Ed A, Liz McL, Linda A, Maureen B, John H, Tom S

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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. Jan will contact Brian McQuillan of South Ayrshire Health and Social Care Partnership once again for some information leaflets and promotional materials.

**Action** – Jan to ask Brian if the HSCP want to display within the Practice

### **3. Rebecca Watson – Community Link Worker**

Rebecca introduced herself to the group and gave a brief overview of her role within the HSCP pilot scheme; helping patients better self manage chronic illnesses. The pilot is funded until April 2018. She will be providing a report to the Practice in the coming weeks and an update will be provided at the next meeting.

**Action** – results of CLW to be shared at the next PPG Meeting

### **4. New Practice Nurse**

Sophie introduced herself to the Group as the new Trainee Practice Nurse, who began working with Barns in July 2016. She gave an overview of her previous training and her ongoing development and training program within the Practice. She is looking forward to developing her skills over the coming years.

## 5. Janey Anderson – South Ayrshire Council Sports Development Assistant

Janey was invited to talk to the group following discussion at a previous meeting about health and fitness programmes available. Janey provided promotional materials and a background on the various schemes on offer to help people of all ages and fitness levels improve and maintain their health and fitness. There are groups available to people with chronic medical conditions, preventing the risk of falls and for weight management.

**Action** – The Practice will run an interim promotion of the services available locally to raise awareness of the classes on offer, and look to running a more publicised event come January when people's motivation for health and fitness is at a peak

## 6. Caring for Carers

It is known that only about 11% of people who provide unpaid caring services to friends or family members are recognised as such therefore they may not be getting the support from healthcare professionals that they require. It is recognised that those in a caring position can let their own health go as they prioritise caring for someone close to them.

For many years Barns Practice have been identifying and recording in the patient record those patients who are carers in this capacity, and if the patient is cared for, then by whom. The Group were asked for advice to firstly identify carers, and secondly their opinion on what level of support carers would need.

We discussed how people don't see themselves as "carers" and how this can be a barrier to identification. Emailing patients, use of social media, displays within the waiting room etc were all suggested. We considered the benefit of identifying the carers for our patients, and we agreed to look at highlighting this better within the patient record.

Barns Practice offer those known to be unpaid carers an annual review during their birthday month and are able to signpost them to other support services. We also invite carers for flu vaccination.

Barns liaise with Unity Enterprise Carers Centre, who had been on site during the flu vaccination open clinics

### **Action**

- Prepare a media campaign to identify carers
- Investigate with the IT team how to improve the recording of carers of patients to make this more prominent within the patient record

## 7. Any Other Business

The group were informed that the Practice will soon be advertising for a new Partner. Dr McGee will be reducing the number of sessions per week from 9 to 4, come April 2017 in preparation for retirement.

The Practice was asked about the waiting time for a routine appointment, as it was felt this had been longer in recent times. There are certain pressure points throughout the year, with holidays, winter flu demands etc and the Practice are looking to increase GP sessions when the opportunity arises next April. We discussed the increasing patient demand on Practice services in general, and we rely on a team of skilled healthcare professionals and Practice Receptionists to ensure patients are seen by the most appropriate person at the most appropriate time. There is a feeling that there is still a misconception on the very mixed roles of our nursing team and it may be an idea to promote their services more than we already do.

**Action** – Practice to promote the range of appointments on offer and the mixed role of the nursing team

**Date of next meeting – 7 February 2017 at 5pm**