

## Minutes of Patient Participation Group Meeting

2 October 2018



### Present

Practice Manager            Jan McCulloch

Office Manager             Aileen Money

Admin Assistant            Angeline Salani

Practice Administrator    Karin Thorburn

Patients – 14 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 –

- Sixth Year Work Placement – as discussed, work experience for sixth year school pupils interested in a career in medicine were advertised in the last summer newsletter. The Ayrshire Chamber of Commerce Developing the Young Workforce Ayrshire team has promoted our offer too.
- Atrial Fibrillation Screening – Screening has been offered by reception staff for over a year now and the Practice identified 4% of the patients screened have the condition; a group that may never have been identified were it not for the screening. The Practice was invited to present a poster for the RCGP conference in Glasgow and Jan presented this to the group with an explanation of the results.

### **3. Meeting the Healthcare Needs of Veterans**

The Scottish Government has committed to ensuring that Armed Forces veterans living in Scotland are able to access the best possible care and support, including safe, effective, patient-centred healthcare. NHS Scotland has joined up with Veterans Scotland to ensure this. The purpose of discussion was to raise awareness of the healthcare needs of veterans and how the Practice can identify patients who have served in the Armed Forces

in order that they receive appropriate care and can be referred on to specialists using the Veterans Priority Treatment Policy. Veterans often have different healthcare needs to civilians due to trauma and injuries sustained during combat.

It was suggested that we could

- Flag records of known veterans
- Flag records of new patients registering following discharge
- Ask new patients registering if they have ever served in the Armed Forces
- Asking veterans what we can do for them

It was also suggested that we invite Poppy Scotland along to the open flu clinics to raise awareness.

#### 4. Social Work Alignment

Since the introduction of the Health and Social Care Partnership the Practice has two named Social Workers aligned to us. Multi-disciplinary team meetings are held monthly with the Practice Team, District Nurses, Community Ward and Social Work; the benefits being better communication between service providers and consistency of care for patients.

#### 5. Annual Review Invitations

The Practice has seen a decline in the number of patients attending for annual review over the last year and wanted to understand why. The Practice sends these invitations via letter, email and text and the Group reviewed the response rate for each of these methods.

The group were asked for their thoughts. It was felt a letter was more tangible; texts and emails were more likely to be dismissed, deleted or lost in junk mail folders.

**Action** – Continue sending first invitations as normal and send second invitations by letter only and review response rates in 3 months time to see if there is improvement.

#### 6. Flu Programme 2018/2019

The flu vaccination season runs from September to March every year and this year there have been changes in the vaccine. There are three different types of adult vaccine to be given to different age groups, 18-64 years, 65-74 years and 75 + years, as well as the nasal vaccine for under 18s. As

usual, the Practice is holding open clinics in order to vaccinate as many people as possible in a short time. This has worked well over the years and the Practice remains one of the top vaccinators in Ayrshire.

Pneumococcal and shingles vaccines will be given to eligible patients at the same time where available, however, there continues to be a shortage of pneumococcal vaccine due to manufacturing issues.

## 7. Any Other Business

- **Barns Beats the Bulge**

On 1 September 2018, the Practice started a community weight loss challenge with patients and staff collectively trying to lose 1000lbs by Christmas. Participants could lose weight in whichever way they preferred and would be supported by weekly newsletter and motivational tips and advice. To date 140 people have joined and we have lost 260lbs.

- **Parkrun**

Vitality Parkrun is held all over Scotland on a Saturday morning, where people come together to walk, jog or run 5k and is open to all abilities. This is a free local event held in Rozelle Park every Saturday morning at 9.30am. Our team recognise the health benefits of moving more and so we have registered as a Parkrun Practice and promote the event. Anyone interested in taking park can get more information and register at [www.parkrun.org.uk](http://www.parkrun.org.uk)

- **Walk and Talk Wednesdays**

Our Wednesday walking group which has been running for over a year had a re-launch at the end of August. The team leave the surgery every Wednesday at 11am. The group are very welcoming and would like to see new walkers join them in the walk or for coffee afterwards.

Since the launch of Barns Beats the Bulge we have seen a rise in numbers attending and we have been added to the Paths for All Health Walks Map, so anyone looking to join a health walk can join in. The current walk is run by Admin Assistant, Angeline, and Practice Nurse, Sophie together with two patient volunteers and offers one and two mile options taking approximately one hour to complete.

To encourage younger or fitter patients to join, it was suggested a second group be started for patients who could walk at a faster pace. A PPG member offered to run this group if there is interest.

- **Belmont Bee**  
The Practice has been asked to work with Belmont Academy as Mental Health Facilitators, helping young people with mental health issues get the support required. The initiative is in its infancy and more information will follow.
- **PPG Flier**  
A flier promoting the PPG has been developed and is now handed in out new patient packages.
- **Drop Off Point**  
It was suggested a drop off point be made available at the front door for patients with mobility problems. The difficulties of monitoring this were discussed as there are no guarantees of it being used as a drop off point and the facility could easily be abused by people leaving their car while they pop into town. Jan agreed to discuss the suggestion with the other tenants in the building at the next tenants meeting.
- We were asked if the closure of the Urgent Care Centre (ADOC centre) at Ayr Hospital had had an impact on the surgery. We were not aware of any changes in the number of patients using out of hours services or any problems accessing out of hours care.
- **Dates of next meetings** -   Tuesday 5 February 2019  
                                                  Tuesday 4 June 2019  
                                                  Tuesday 8 October 2019