

Minutes of Patient Participation Group Meeting

29 September 2015



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

Next Meeting: 23 February 2016 TBC

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**

It had been previously agreed that the Practice would conduct a survey of 14-18 year olds to gauge interest in attending the Practice for a routine health check-up. This had not been carried out in the agreed time but a questionnaire had been devised, which was approved by the Group. It was agreed this would be circulated now, in the Waiting Room and on social media.

Action – circulate Teenage Health Check questionnaire

- **Health Promotion Libraries**

Information has been displayed in the waiting room to encourage patients to use the library services for Health and Wellbeing Information. The Practice had visited the Carnegie Library to view the material on offer, and had shared this on social media.

- **PPG Video Storyboard**

The video made earlier in the year has been uploaded to the Scottish Health Council website and displayed through the screens in the waiting room. Jan had also taken part in a PPG Workshop at the recent Centre of Excellence Practice Manager's Conference.

- **Message in a Bottle**

Bottles have been displayed in the waiting room and there has been a very good uptake. Aileen has been in contact with the Prestwick Lions to arrange a further supply.

- **Heartstart UK Training**

Jan and Morag, the Practice Heartstart trainers, held a training event in September which was attended by ten patients. Feedback had been very positive with patients commenting that they now felt more confident to carry out CPR as a result. The Practice continues to advertise this training and names are being taken for a future training event.

- **Winter Newsletter**

The winter newsletter was displayed in the waiting room and e-mailed to those patients for whom we hold e-mail addresses. It was not distributed to housebound patients via the district nurses as discussed on this occasion however we will ask for their help in sharing the Practice Newsletters with housebound patients with the next edition.

- **Telephone Consultations**

The Scottish Government GP Telephone Numbers survey was completed and submitted, and the results could be viewed online.

- **Abdominal Aortic Aneurysm Screening**

Information about this has been displayed in the waiting room, and shared on social media.

Other updates from the last meeting that were discussed –

- **Smoke Free Zone**

Since the last meeting we had displayed notices asking patients to consider not smoking within Practice grounds, or 1 hour before a home visit. This followed the recent policy set out by NHS Ayrshire & Arran. Aileen felt that patients were respecting this request and there had been no negative feedback.

- **Email Addresses**

It was noted that the Practice is trying to increase the number of patient e-mail addresses we have, so that we could send up to date Practice information via Newsletters etc. At the moment we currently have 15% of the Practice populations email addresses recorded.

We have had previous success in collecting mobile phone numbers for approximately 70% of our patient population, and this has been beneficial to the patient with appointment reminders etc, and we envisage in due course as technology develops that there will be similar benefits to be had via email systems.

We asked the Group what would encourage them to share their email address. They all said they would be happy to share their email address, and would be keen to receive newsletters and general health information via email. The Group hadn't been aware that the Practice was keen to collect email addresses, and so it was agreed we should step up the email collection campaign.

Ed suggested that we contact patients by text as a way of collecting more email addresses

Action – send a text to all patients with a mobile telephone number, asking them to provide an email address if they wish to be kept up to date with Practice information

- **Community Nurse Practitioner**

The Practice created the role of Community Nurse Practitioner at the beginning of June. As this was a new development the Practice had carried out a patient satisfaction survey to make sure this new venture was agreeable to patients, and there were no problems. The results of this survey were shared with the Group, and were very encouraging. The Group thought the introduction of the CNP role was entirely beneficial and those who had consulted with Deborah confirmed the survey results were an accurate reflection of the service provided.

- **“Did You Know.....” Information Displays**

The Group were asked for ideas on what type of information they thought would be of interest to the wider population.

Action – the Practice would continue to share information on appointments offered, prescriptions processed etc

3. **Flu Vaccination Season 2015/16**

The flu vaccination season starts again in earnest from 1 October. The Practice was preparing to vaccinate 2500 patients against influenza. Last year as a result of comments made by the PPG, we changed the wording of the invitation letters to ensure we used the word “influenza” rather than flu. The Group this year were asked to review the invitation letters, which were approved as clear and easy to read. As in previous years text invites would also be sent, and a good response again was expected.

This year a new risk category has been identified by the Government this year and obese people with a BMI of 40 or more will also be invited.

As before the Practice has planned for a two day open event on Monday 5th and Tuesday 6th October, so that as many people as possible could be vaccinated early in the flu season. The PPG felt this method worked very well and so we will advertise on the Practice website, Facebook and Twitter.

It was suggested that with the volume of patients expected to attend the open flu clinics it would be an excellent opportunity to collect email addresses. Maureen and Linda both kindly volunteered to attend the open flu clinics and ask people for their email addresses. It was also suggested during this period that the TV screens would run short Practice specific information, rather than the more lengthy health promotion materials, and the Group agreed this would be a good idea

Action

- PPG members to attend open flu clinics to collect email addresses

- Filter the information running through the TV screens in the Waiting Room for flu open clinics

4. Chronic Disease Review Process

The Practice offers annual review to patients with chronic long term conditions. This is a voluntary part of the GP Contract, and the chronic diseases covered are approved by the Scottish Government and the National Institute for Health and Care Excellence. Eligible patients are sent an invite to attend during their birthday month. The Group reviewed the invitation letters, and felt they were clear and easy to follow. It was noted that patients are sent 3 invites within a year, and if they don't attend they will be excluded from further invites until the following year. Patients at any point can refuse a health check, which would stop further communication in that year.

A recent development within chronic disease management is telehealth. Telehealth is a means of intensively monitoring a patient's health via technology eg telephone, email or SMS texting. Telehealth programmes increase healthcare access and can catch changes in conditions and health problems quickly. They promote self-care and can give the patient confidence in managing their own health with the knowledge that support is available if required. It is appropriate for monitoring certain conditions in some patients.

The Practice is currently taking part in telehealth monitoring for patients with diabetes and COPD. Eligible diabetic patients are being asked to upload their blood sugar readings on a monthly basis. Patients with poorly controlled COPD are being monitored daily by the attached Community Ward team.

The Group were interested to hear about telehealth and how the patient's conditions can be monitored using technology and it is expected that this method of monitoring a patient's health is likely to become more common in the future. This is one of the reasons why the Practice want to collect patient's email addresses, so that in the future, and with the patient's consent, two-way monitoring of chronic conditions could be improved.

5. Practice Wi-Fi/ Waiting Room Technology

It has been reported that 82% of the UK population have internet access, 93% have a mobile phone and 61% a smart phone. The Practice is considering offering Wi-Fi access and/or a computer in the waiting room for patients to access health information whilst visiting the Practice, and asked the Group their opinion on this.

The group were not in favour of either of these proposals with security concerns being the main contributing factor, but neither did they think that it would be advantageous to the patient population with many people already having access. It was also felt that offering a computer for searching health information may cause problems with patients searching for long periods or needing technological support from reception staff.

Some Practices offer a self check-in service where patients with an appointment can check themselves in on a screen at Reception. The main benefits being that queues during busier periods might be reduced. The Group were asked if they felt this was something the Practice should investigate, however they were unanimously in favour that it would not be of benefit, and they preferred the current personal approach.

6. Meeting with John Burns, Ayrshire & Arran Chief Executive

Through his involvement with the Barns Patient Participation Group and in turn the Scottish Health Council, our group member, John H, is regularly asked to attend a variety of meetings to give a patient's perspective on healthcare services within Ayrshire & Arran.

John provided a summary of meetings that he attended recently -

- He attended the Ministerial Review Meeting at Crosshouse Hospital as the patient representative from Barns Medical Practice. Unfortunately the Minister for Health was unable to attend but the meeting went ahead and three patients gave their accounts of the treatment received under the NHS, some positive and others problematic.
- The second meeting was the Ambulance Review Meeting at Biggart Hospital. The main thrust of this meeting was ambulance response times although there was some discussion as to the idea that patient records could be held electronically on board ambulances.
- Review out-of-hours provision was next. This was held at Ailsa hospital. There were many patients in attendance with a variety of comments, both positive and negative about the service.
- The Non-Ministerial Annual Review was held at Ayr hospital. NHS Ayrshire & Arran's Chief Executive, John Burns, gave a presentation on the past and future challenges facing Ayrshire & Arran Health Board. At the end of the meeting John H asked him if he would be prepared to give a similar report to this forum. He readily agreed.

The Group were interested in having a meeting with NHS A&A Chief Executive, and felt that the meeting should be opened up to the entire Practice population and not restricted to the PPG members.

Action - contact John Burns and invite him to meet with the Barns PPG and other interested patients

8. Practice Update

- **GP Changes**

Drs Ogunnaike, Ugbawa and Nielsen all joined the Practice in August as part of their ongoing GP training. Their photos had been displayed in the Waiting Room and on social media.

- **Receptionist Vacancy**

Our Records Office Supervisor was leaving and the Practice had advertised for a Receptionist to join the team. An overwhelming 150 applications were received and we had shortlisted 6 candidates to attend for second interview.

- **Healthy Working Lives Bronze Award**

The Healthy Working Lives Awards aimed to help employers create a safer, healthier and more motivated workforce and overall make for healthier businesses. The Practice recently achieved the Bronze level award. Activities included a virtual walk around Scotland, where the team monitored their daily steps and worked together to meet a target of “walking” the Scottish coast; and instead of eating biscuits we promoted healthier eating by offering fruit as an alternative. Health and Safety policies and protocols were also updated as part of the requirements.

It was also noted the staff were looking lovely in their new uniforms!

9. Any Other Business

- **The Learning Shop**

Following an earlier suggestion by a PPG member, Jan and Angeline recently met with the manager of The Learning Shop in a bid to offer some improved assistance to patients with literacy difficulties. She gave some valuable advice on how we could make the waiting room notice boards more accessible to those with literacy needs, and offered to review the Practice Leaflet.

- **Health Literacy Training**

NHS Ayrshire and Arran offer training to teams who may be required to discuss health related issues or assist in finding out information for people to make health related decisions. Jan has been in contact with the team responsible with a view to arranging a staff training event in the future.

- **Telephone System**

Ed asked if there was any further development with the Practice getting a new telephone system. Unfortunately there were still difficulties in integrating a telephone system with our IT and the Practice felt this was an essential requirement of a new phone system.

- **Winter Newsletter**

From tonight’s discussion there were many ideas for the Winter Newsletter. Angeline will draft this in the next couple of weeks and circulate the draft to the PPG before circulating to the wider group.

Action – draft winter newsletter, share with PPG for comment before circulating to patients with email addresses, sharing in the Waiting Room, and asking attached nursing team to distribute too