

Minutes of Patient Participation Group Meeting

9 June 2015



Present

Practice Manager	Jan McCulloch
Reception Supervisor	Aileen Money
Admin Assistant	Angeline Salani
Receptionist	Kingsleigh Mitchell (joined)
Health and Wellbeing	Lindsay Murphy (joined)

Patients – Michael D; Bill C; John H; Kirstine D; Maureen B; Stephen G; Tom S; Susan G; Graham H

Next Meeting: Tuesday 22 September 2015 – 5.00-7.00pm

1. Apologies

Apologies were received from Noreen Caldwell - Scottish Health Council representative; Tricia B; Ed A; Linda A; John A; Joseph B; Alison S

2. Minutes of Previous Meeting

The Minutes of the Previous Meeting were adopted as read.

3. 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

- We had previously discussed engaging younger patients for routine healthcare, and the Group had been interested in the possibility of offering Teenage MOTs (*GP Birthday Toolkit, Healthy Respect, 2004*) to those patients aged 14 years or over still attending school. Jan had been asked to find out what services the School Nursing team currently offered, and she reported she had spoken with the Clinical Team Leader who advised that apart from a primary health check upon starting school and scheduled immunisations, there is no other routine contact initiated by the school nursing service, only self referral, therefore there would be no duplication if the Practice were to offer routine health checks to this age group.

The Group reviewed the number of teenagers aged between 14 and 18 years who are registered with the Practice. Although 87% of this age group had been seen in the past year, as very few appointments had been with a member of the nursing team, it was less likely this had been for preventative healthcare.

The Group agreed we should firstly ascertain if our teenage population are interested in attending the Practice for a health check, before going on to determine if there was capacity within the nursing appointments. A survey of 14-18 year olds would be carried out.

Actions

- Conduct a survey of 14-18 year olds to gauge interest in attending the Practice for a routine health check.

- **Smoke Free Zone**

The Group agreed at the last meeting that it would be a good idea to follow the lead of NHS Ayrshire & Arran in making the Practice premises and surrounding area a smoke free zone. Although the other tenants generally supported the idea, they recognised that this could not be enforced and the majority did not wish to display signage. Barns has therefore displayed a polite request within our premises, asking users of the building not to smoke in the grounds, or at home if expecting a home visit from one of the team.

- **Pharmacy Collection of Prescriptions**

Following some minor problems with pharmacy collection of prescriptions, the Practice had displayed information on this service and advice on how to change pharmacy. The Group had felt last time, a change in the website order form could have contributed to the spate of errors, and the Practice was happy to report that the number of errors were greatly reduced in the last quarter.

To enable sharing of information quickly and efficiently the Practice had agreed to ask patients for their email addresses, and were able to report that 40 extra emails had been added in the last quarter with more than 1260 email addresses being recorded (Practice List Size 8880). It was noted that the last PPG Minutes and Action Plan had been emailed to all recorded email addresses. The Group thought this was a good idea, and as no negative feedback had been received, the Practice would again send the Minutes and Action Plan to all email addresses.

- **Telephone Consultations**

The telephone provider had reported that the recognised Practice telephone number – 01292 281439, could not be shown when the Practice made an outgoing call as this could not be configured on the current system. However, the Group reported that as an actual telephone number was being shown rather than “unknown caller”, this was more likely to result in patients answering the call.

4. Health Promotion Libraries

Lindsey Murphy, Health Information Buddy, had volunteered to come along to speak to the Group about health and wellbeing information currently available in local libraries. According to the Scottish Household Survey of 2011 reading is good for your health, and 20% of those who visited a museum or library were more likely to report good health than those who had not. As well as the usual reading material on offer, the Carnegie Library has health information on various long-term conditions and access to online resources and self-help books. The local

libraries also provide social opportunities with book groups, readers days, Bookbug story telling sessions, knitting groups and a coffee shop on offer. It was of interest also, that the libraries offer basic computer training and free use of computers for up to 2 hours.

The Group found Lindsey's presentation very interesting, and had been unaware of the resources available. They were encouraged to share this information with others, and the Practice would promote this within the Waiting Room.

Lindsey was thanked for her enthusiastic presentation.

Actions

- Display Health and Wellbeing Information in Libraries within the Waiting Room, and share the information with the Practice team.

5. PPG Video Storyboard

Having been asked by the Scottish Health Council to make a video storyboard sharing our PPG experiences, we met to film in March, and the clip was played at the meeting. The film would now be promoted on the SHC website, and on the Waiting Room screens.

Actions

- Video storyboard to be uploaded to Scottish Health Council Website
- Video storyboard to be uploaded to Waiting Room TV screens

6. Message In A Bottle

The "Message in a Bottle" is an emergency information scheme aimed at anyone who feels vulnerable at home. The scheme is a joint community project with NHS Ayrshire & Arran, South Ayrshire Council and the emergency services, and is being promoted by the Rotary Club. The Practice have supplies of bottles, which were shown to the Group, and are displayed at Reception. Anyone wishing supplies to share should contact the local Rotary Clubs.

Actions

- Promote Message in a Bottle scheme via the Practice team and at Reception

7. Practice Update

- The Group had been informed that Dr Lawrie would be retiring from General Practice on 8 May, and that we would be employing a Community Nurse Practitioner, whose main role would be to visit patients at home who are acutely unwell and can't come in to the Practice. Deborah Gardiner joined the team on 1 June, having worked as an Advance Nurse Practitioner within NHS Ayrshire & Arran hospitals for the past 6 years. She has a great deal of experience in advanced patient assessment and management of patients who are acutely unwell or have chronic long term conditions.

The Group felt positive about this Practice development, and looked forward to hearing feedback in due course.

- Since we last met the Practice had opened a Facebook page and along with Twitter, were using social media to share Practice information and promote local and national health matters. Following suggestions made at previous PPG meetings we now promote the positive appointment attendance rate, and this is being shared on social media. We have also begun to post “Did You Know.....” information bulletins both on social media and in the Waiting Room for such things as the number of prescriptions processed in a week, the number of surgery consultations offered in a week, as it was felt this information was of interest to the Practice population.

Again the Group were happy with this development, and were asked for suggestions of what type of information they would like to see shared.

8. Heartstart UK - CPR Training Opportunity

The aim of cardiopulmonary resuscitation (CPR) training is to recognise the signs of cardiac arrest and early intervention of CPR to buy time until help arrives. Two members of the Practice admin team have become qualified to deliver and basic life saving skills by Heartstart Ayrshire & Arran. Heartstart is an initiative of the British Heart Foundation to teach members of the public what to do in a life-threatening emergency.

The Group were asked if anyone had had CPR training, or if anyone would be interested in being trained in CPR or becoming an instructor. Several members were keen to be trained, and it was agreed that we should open up this offer to other patients. We would advertise in the usual way, and arrange a training session.

Actions

- Offer Heartstart CPR training to patients and arrange an in-house training session if required

9. Summer Newsletter

As with previous PPG Meetings, there was plenty of news items to celebrate and share within our seasonal newsletter. This will be displayed in the Waiting Room and circulated via email. We would ask our community nursing team to share this too.

Actions

- Display Summer Newsletter in Waiting Room, handout copies, send by email, and ask community nurses to share with our housebound patients.

10. Any Other Business

• GP Telephone Number Consultation

The Scottish Government are currently undertaking a consultation on GP Telephone Numbers, and the Group were asked their opinions on the proposals suggested. All responses to the consultation are available on the Scottish Government consultation web pages

(<http://www.scotland.gov.uk/consultations>) by 16 July 2015 or copies can be requested by post from the Scottish Government library in Edinburgh.

Finding Patient Experts

The Practice is keen to identify the interests, skills and knowledge of members of the PPG who may wish to offer assistance on some of the Practice initiatives eg staff training or patient support groups.

Graham is qualified in dementia care and offered his services to assist the Practice in supporting patients living with dementia.

Anyone wishing to offer help should speak with a member of the Practice team.

- **Consultation on Proposed Pharmacy**

NHS Ayrshire & Arran have asked Practices to circulate to patients a consultation document on a proposed new pharmacy at 161 Whitletts Road. The members of the Group from the local area were encouraged to take part.

- **Abdominal Aortic Aneurysm Screening**

Bill knew of someone who had been invited for abdominal aortic aneurysm screening, and he wondered whether the Practice offered this too as he had never been invited.

It was noted that abdominal aortic aneurysm is more common in men over the age of 65 years. A national screening programme has been in place since 2013, and men turning 65 years are invited to have an ultrasound scan. Men over the age of 65 years can request a scan by contacting the local centre at Ayrshire Central Hospital

- **Actions**

- Raise awareness of this national screening programme

9. Date of Next Meeting

Tuesday 22 September 2015