

Minutes of Patient Participation Group Meeting

24 February 2015



Present

Practice Manager Jan McCulloch
Reception Supervisor Aileen Money
Admin Assistant Angeline Salani
Scottish Health Council Noreen Caldwell
Patients – Michael D; Linda A; William C; John H; Kirstine D; Ed A; Alison S; Maureen B; Liz McL; Tom S; Alex F; Susan G

Next Meeting: Tuesday 9 June 2015 – 5.00-7.00pm

1. Apologies

Apologies were received from Sharlene F ; Nan G; Tricia B

Thanks were made to Alex F for again providing home baking for the meeting.

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 -

- **Patient Call System**

It had been suggested at the previous meeting that music could be played through the Patient Call System. The company who provide the call system are looking for a Practice to pilot this, and given our enquiry we were offered this opportunity.

- **Adult Learning Centre**

Contact had been made with the Adult Learning Centre and Jan and Angeline will visit them to discuss methods of making form filling, reading etc more accessible to patients with difficulties and to find out what training they can offer patients with using websites etc.

- **Telephone Access**

The Practice has acknowledged difficulties with the capacity of the current telephone system, and has informed patients of the intention to replace the current system before end of March 2015. Since the last meeting a demonstration was provided by one company and group members John and Alison attended. A further two companies had been approached and a

quote is still awaited from one of them. Jan informed the group that the Practice has received three complaints about telephone access since the last meeting. The Practice is awaiting the go ahead from Ayrshire & Arran IT Department to allow a telephone company access to the clinical system. This would allow the phone system to recognise telephone numbers and show staff who was calling.

- **Online Prescription Ordering**

Instructions have been provided for patients on how to use the online order form. Angeline has worked with one of the PPG Members and together they tested the instructions which have now been endorsed. The online ordering instructions are available on the “Patient Guide to Repeat Prescriptions” and displayed in the waiting room on the Practice Information notice board.

- **Practice Website Review**

- We discussed moving “Online Services” to the top of the page but unfortunately the website provider is unable to do this.
- It was suggested the photographs be changed to healthcare related photos rather than images of Ayr. The photos had been taken by one of the GPs, and the team preferred to keep photos of the local area, as it was felt this gave our website a unique style.
- The GPs considered the idea of advertising areas of specialist interest but felt that this may misdirect patients, but prefer to be seen as General Practitioners rather than specialising in any one area.
- Postcode searching within the Practice has been investigated but delayed due to some technical difficulties, but we will be pursuing this.

4. Appointment Evaluation

Scottish Government has asked Practices this year to undertake a review of appointments access. We discussed how the patient flows through the healthcare system, and outlined the constraints and bottlenecks appeared. We looked at our patient demography – age and sex; and chronic disease registers. We reviewed the demand for GP and Nurse appointments and looked in more detail at the type of consultations undertaken by the Practice Nurses and Healthcare Assistant. This information was displayed and discussed in more detail.

Discussion

The roles of the Healthcare Assistant, Practice Nurses and Nurse Practitioner were explained. Reception staff ask patients for some information when they are booking appointments so the patient can be seen by the right person at the right time. We talked about how we plan to manage this skill mix going forward, and the Group agreed with the concept.

The Annual Review system for chronic disease management was discussed also. Many of the Group had experience of this, and spoke highly of it.

One member asked about Pharmacist clinics and it was explained that the Pharmacist was trained looking after certain conditions and that as a pharmacist, could also look at medication in order to rationalise treatment programmes.

We discussed the lost appointments when patients fail to attend or cancel, and again discussed ways to improve this. We talked about the known benefits of promoting positive behaviour eg the number of appointments that were used, rather than the number not used. We talked about displaying this information more boldly than we currently do.

Teen Health emerged as a big point of discussion when one member asked what kind of involvement the Practice has with School Nurses.

It is recognised that from the age of 5-20y patients are rarely seen by the Practice, and in the past we had run a Teenage Health Clinic to promote healthy living and try to maintain contact with this age group.

We discussed the possibility of offering a Teenage MOT again, and it was suggested we focus on health and fitness which might be of more interest to this population.

A member of the Group suggested a male nurse might be more approachable for teenage boys.

There is a school nurse allocated to every Academy, and the Practice will make contact with the school nursing service to see what they currently offer as we would hope to work together promoting healthy living to the teenage population, rather than replicate work already being done.

Actions

- Jan to contact School Nursing Service
- Promote the number of appointments attended, and display this information more boldly

5. Video Storyboard

Noreen explained at the last meeting that the Scottish Health Council is so impressed with the work of the Group that the SHC wish to share our experiences. Three members of the Group have met since then and gave suggestions of what should be included. The completed template was shared and agreed by the Group. A date will be arranged for the filming of the video and it will be shown through the Patient call system in the waiting room, at the annual Practice Manager's Conference to encourage other Practices to set up their own groups and by The Scottish Health Council.

Actions

- Video storyboard to be filmed in March

6. Smoke Free Zone

Jan asked the Group how they would feel about encouraging a “Smoke Free Zone” around the Practice and it was agreed to be a good idea. Jan will approach the other tenants in the building for their agreement in the hope an agreement can be made to coincide with the Hospital launch of a smoke free zone at the end of March.

Actions

- Seek approval from the other Tenants

7. Practice Update

Drs Mariyappa and Akanihu have completed their training with the Practice and left at the beginning of February. Lesley, the Practice IT Administrator celebrated 25 years with the Practice last week and a photo of her receiving flowers was posted on Twitter.

8. Any Other Business

- **Health Promotion Libraries**

Lindsay Murphy who has been working with the Practice to achieve the Healthy Working Lives Bronze Award approached Jan asking to speak to the Patient Participation Group about Health Promotion in Libraries. The Group were in agreement.

Actions

- Jan to arrange Lindsay Murphy to attend the next meeting

- **Antibiotic Resistance**

BBC News reported last week about a continued rise in antibiotic resistance, and how doctors are being asked to reduce their prescribing of antibiotics. NHS Ayrshire & Arran support the need to reduce antibiotic prescribing and the Practice has been encouraging patients to try alternative treatments at the onset of minor illnesses before resorting to antibiotic treatment. There were mixed feelings about this, and whilst the Group recognised the need to reduce use of antibiotics, they were concerned patients would not be given appropriate treatment. The Group were reassured that each case was treated individually, and that antibiotics would not be withheld if required. The Practice would continue to offer advice and alternative treatment in line with current guidance.

- **Pharmacy Collection of Prescriptions**

Patients can ask a pharmacy to collect their prescriptions, and upon signing a Practice consent form, this will happen each time a prescription is ordered. There had been a recent increase in problems with this system however – prescriptions going to the pharmacy when they should be left at the Practice for collection and vice versa. The Group were asked for feedback on their experience of using this service. It was felt a recent change in the website ordering form may be to blame, and this had been rectified this week. An advertising campaign was suggested to remind those who had signed up to this service, how the system worked. It was noted more

than 3000 patients used this service, and so we could raise awareness within the Waiting Room, in the Practice Newsletter, and by email.

Currently we have 1200 (of 9000) patients email addresses, and it was suggested we try to increase the number of email addresses we hold, so that we can reach more patients when promoting ideas.

Actions

- Outline the terms of the pharmacy collection service within the Waiting Room and in the Spring Newsletter
- Co-ordinate collection of patient email addresses, explaining the benefits to patients

● **Telephone Consultations**

The Practice offers a telephone consultation service for both Nurses and Doctors. These are arranged by Reception and a time is usually given to the patient when they can expect a call back. Quite often the clinicians reported that when they called the patients at the allocated time, the call was not answered and the Group were asked what their experience of this was. The Group reported that the Practice number is “withheld” and many patients will not answer an unknown number.

Actions

- Ask the telephone provider if the Practice telephone number can be shown on outgoing calls

● **Spring Newsletter**

From tonight’s discussion there were many ideas for the Spring Newsletter. Angeline will draft this in the next couple of weeks for approval by the group before circulating to the wider population. As well as the items already mentioned, the Newsletter will include information on Easter holidays, and Protected Learning Time.