

Minutes of Patient Participation Group Meeting

8 October 2019



Present

Practice Manager Jan McCulloch

Administrative Assistant Angeline Salani

Patients – 12 patient group members attended

.....

1. Minutes of Previous Meeting

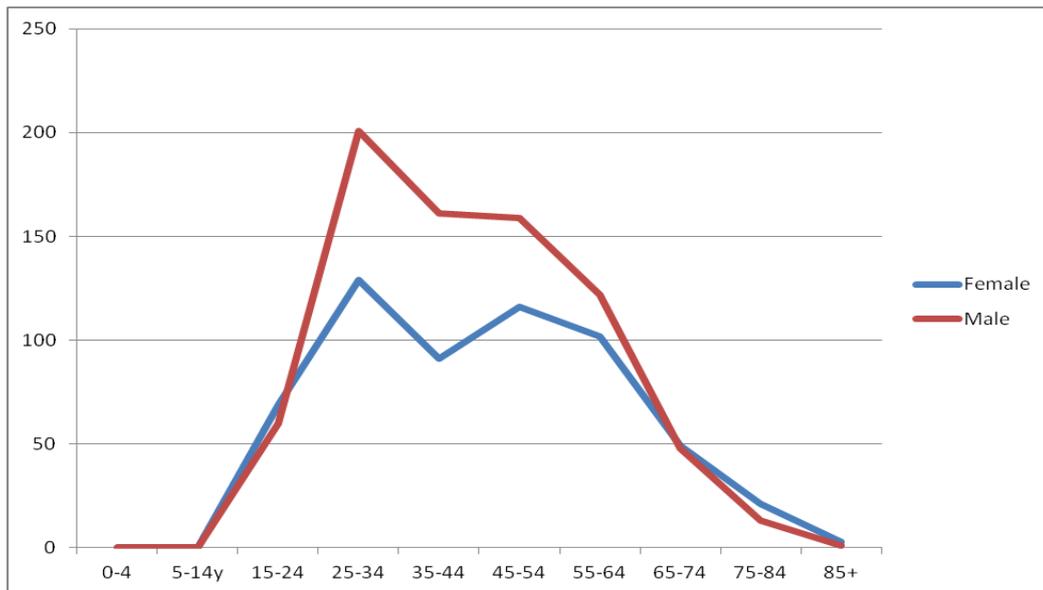
The minutes of the previous meeting were adopted as read.

- Ayrshire Roads Alliance have responded to the consideration of a drop off point near the barrier. Unfortunately they feel the road is not wide enough to accommodate this.
- Mental health practitioner – Jacqueline Nisbet joined the team in September and will see patients with mild to moderate depressive symptoms. She works with the Practice on Wednesday afternoons and Thursday mornings.

2. Previous Meeting Actions

The Group were informed that all previous actions had been completed or were in hand.

- Smoking Cessation Clinics – Tuesday evening drop in clinics have been advertised but have been poorly attended.
- Vaping v Smoking - Guidance from Quit Your Way estimates vaping to be 95% safer than smoking.
- Demographics – The population of current smokers registered with the Practice were collated and are shown below. The highest figures for both males and females are within the 25-34 age group.



- Newsletter suggestions – the Practice population will be asked for suggestions of anything they would like to see in the newsletters in the next one due in December 2019/ January 2020.
- Health Campaigns - Offer notice board space in the Waiting Room to any patient interested in displaying health information, and it was envisaged this could run on a rotational basis in line with the Public Health Promotion calendar.
It was suggested that individual health journeys may be a possibility if anyone wanted to share their experience of a particular health condition to raise awareness and support for others with that condition.
- Email/Mobile phone demographics – the Practice holds mobile numbers for 85% of patients and email addresses for 65% of patients. A chart is shown below of how these figures are split.

comments about Barns Medical Practice have just recently become available and were reviewed by the group. The majority of comments the Practice received were very positive for all clinicians and admin staff. New surveys for the 2019/2020 should be circulated very soon.

The group discussed the appointment system with one member asking if waiting times for GP appointments had improved since Dr Nisbet and Dr Ledger joined the partnership. Due to holidays no improvement has been seen as yet. "Getting to someone you know" was also discussed and given the changes in the team over the past three years we are in a transition period. Dr Hunter is the last remaining Partner that a lot of patients know and are used to and with time the current Partners will become well known to patients. Patients are encouraged to book appointments in advance and consider seeing other clinicians. The group were informed that GP appointments will increase from 10 minutes to 15 minutes in January.

- **Action – Display comments and diagram shown above in waiting room and social media.**
- **Review appointment waiting times.**

4. Attend Anywhere

Attend Anywhere is an online video consultation service being piloted by the Practice. Benefits include patients and clinicians being able to have consultations from a location of their choice providing they have the appropriate software and data connection. It is used and works well in the Highlands and Islands where round trips to a GP Practice may take up to 5 hours. It was commented that this is taking place by Consultants at Crosshouse Hospital for patients living on Arran.

Our Pharmacy team have been trialling the service whilst carrying out medication reviews, however response has been poor with patients preferring telephone consultations.

It was suggested we carry out a consultation with a test patient which the group thought was a good idea.

It is anticipated video consultations will be offered by GPs to review patients being started on anti-depressant medication in the New Year.

The possibility of email correspondence was discussed, however response times could not be guaranteed to be timeous due to surgery commitments with patients attending the Practice.

The group went on to discuss computer aided diagnosis systems available online and privately. It was asked whether any of the clinicians in the Practice may conduct private online consultations however this would not be viable within the time they are available to see registered patients.

- **Action – Practice to carry out test video consultation with volunteer patient from group.**

5. Serial Prescribing

The Pharmacy team have been reviewing patient records to assess suitability for serial prescribing.

Serial Prescribing allows patients who are stable on their long-term medication to be prescribed for longer periods without needing to re-order from the surgery (24, 48 and 56 weeks) they simply collect from their chosen pharmacy every eight weeks. There has been a very positive response from patients who are already signed up. It is anticipated that pharmacists working within GP practices will take over the signing of all repeat prescription requests by 2021.

It was suggested we test suitability with the PPG and audit their feedback.

- **Action – email all members of PPG to canvas interest and suitability for serial prescribing and audit feedback following the initial period.**

6. Flu Vaccination 2019/20

Flu vaccination began at the end of September and open clinics were arranged for 8th and 9th October. At the time of the meeting starting at 5pm on 8th October we had vaccinated 800 patients that day.

There are 2 adult vaccines this season, 18-64 age group and over 65s. Children aged 2-17 will receive the nasal vaccine. Pregnant women will be offered vaccination by their midwife at their 12 and 20 week scan appointments, though are welcome to attend the surgery if they wish.

Patients attending the flu clinics who are eligible for shingles and pneumococcal vaccination will be offered them at the same time.

Shingles vaccination is available to patients aged 70 to 79. It can be provided privately for a fee if stock is available from the pharmacy.

7. Team News

- Sasha Gemmell joined the admin team and will begin Modern Apprentice training studying for SCQF level 5 in Business Administration.
- Under-graduate nursing student Stevie-Leigh Bradley will be shadowing the nursing team from Monday 14th October for six weeks.
- Medical Students – Dr Hunter will be responsible for the training of both 5th year and 3rd year medical students joining the Practice. They have a mix of experience in practice shadowing the clinicians, leading their own supervised consultations and visiting casework patients at home throughout their training period.

It was asked if the Practice still offer work experience to school leavers with an interest in studying medicine. The Practice advertise this through the Ayrshire Chamber of Commerce Developing the Young Workforce. Uptake has not been as good this year as in previous years but we have had a few. Incidentally, we have a 6th year student joining the admin team for a week who wishes to work in a medical admin environment.

8. Any Other Business

- **Prescription Line Audit** – Staff recently collected data for the number of prescription requests, and the way in which they were requested, over a two week period. The figures were collated and are shown in the table below. The Practice prefers online requests as these can be processed quickly from any workstation.

RX Collection Audit September 2019

	Reception	Ans Machine	Web	Phone Calls
thurs 5/9	30	35	63	83
fri 6/9	33	15	55	92
mon 9/9	24	46	132	115
tues 10/9	34	23	71	82
wed 11/9	52	31	67	72
thurs 12/9	24	21	53	80
fri 13/9	34	23	51	87
mon 16/9	31	43	100	121
tues 17/9	100	37	59	86
wed 18/9	19	32	70	77
thurs 19/9	31	27	71	76
TOTAL	412	333	792	971
	16.4	13.3	31.6	38.7

- **HPV Vaccine for Boys** – S1 boys will now be given the HPV vaccine in school. There will be no catch up programme at present to vaccinate boys who have moved up to S2 this year.
- **Protected Learning Time** – NHS Ayrshire & Arran provide practices with training time. Cover is provided by the Ayrshire Unscheduled Care Service (AUCS) to allow all GP Practices in the area to close for one afternoon. The next PLT session is arranged for Thursday 31st October and the Practice will use the time for team development and training.
- **Physiotherapy Satisfaction Questionnaire** – our physiotherapist will be distributing questionnaires to his patients in the near future. These should be available in the next few months. The Practice recently received an

email from a patient complimenting the Practice team, and in particular Brian whom he had seen that day.

- **AUCS** – Changes in the management of AUCS have previously been discussed and a member of the group asked if we had any update on this. As yet there is no update.
- **Date of next meeting** – Tuesday 4 February 2020