

Minutes of Patient Participation Group Meeting

8 September 2026



Present

Practice Manager Jan McCulloch

Admin Angeline Salani

PPG Members 5 Members

.....

1. Previous Action Points

Actions from last meeting as follows –

- Dog Park – tether now at the front door for dogs to be left outside safely.
- Prescription ordering Information to Welcome Email – the welcome email for new patients has been updated to include how to order repeat prescriptions.
- Hospital Waiting Times – information slips were distributed to the clinical rooms. These were to be given to patients when a referral is being made. Patients can access the NHS A&A website to check waiting times for each hospital department.

ACTION – Jan to gain feedback from clinicians at Practice Meeting as to how these are being received by patients.

- Breast Screening Results – screening uptake for 2025/26 was discussed and it was confirmed that patients over the age of 70 can self-refer every 3 years. Disabled access can be arranged at the mobile unit if required.

ACTION – Share self-refer advice for over 70s.

- HPV Self-Sampling – The Practice has been actively involved in rolling out the pilot to all eligible patients since the end of March. Approximately half of eligible patients have responded to contact. The pilot runs until March 2027.
- Celebrations of 75 Years – a BBQ and tree planting was held at the beginning of June to commemorate the Practice and its beginnings in George Street to the current premises.

2. Health and Care Experience Survey Results

The results of the most recent survey were shared with the group, together with some of the comments made by those who took part. The Practice scored above the Scottish average. The results will be shared on social media.

ACTION – Share survey results to social media/ waiting room display.

3. Self Check-In Screen

Installation of a self check-in screen is planned for the waiting room. Although delayed slightly, it is hoped it will be available by the end of the year. We will continue to have two staff members on reception to welcome and assist patients who prefer the personal touch.

4. Preferred Pharmacy

65% of the practice population is on regular, repeat medications. 60% of patients have a preferred pharmacy, meaning that their prescriptions are automatically sent to their pharmacy of choice. Prescription processing takes a large proportion of the day and accuracy is important. We are unable to change a collection point without explicit patient consent. One off collections from the surgery can be accommodated, however, in most cases, sending to a different pharmacy cannot.

ACTION – Share on social media/ waiting room.

5. GP IT Systems

There has been quite a lot of concern shared in the national press lately about the move to a new clinical IT system for Practices, as the system is considered below standard, extremely slow and at times unsafe. Whilst Practices since 2007 have had a choice of two clinical systems, Scottish Government now only offer one system and Practices have no choice but to move. Barns were set to migrate to the new system in early September, but have paused our switch until the concerns are addressed.

6. Cardiovascular Screening

The Practice offered screening for heart disease at targeted events in the last year to patients aged 35 to 60 who have not been seen in Practice over the past three years. Cardiovascular disease is responsible for a high proportion of deaths in Scotland (25% in 2021).

These events offered health checks including height, weight, waist circumference, BP, cholesterol checks and smoking advice. ASSIGN scores and Diabetes Risk Screen scores

were calculated for each patient who attended. A further round of events will be offered on Tuesday 15th, 22nd and 29th of September.

To calculate your own diabetes risk, scan the QR code below:



7. Team Update

The current cohort of new trainees were introduced to the group together with a description of each level of training. Photos of these doctors have already been circulated on social media.

New admin staff were also introduced.

8. Any Other Business

- **Cycle Rack**
The landlord has agreed to a cycle rack for users of the building to access. Whilst it is not a priority for other tenants, Barns have agreed to fund it alone.
- **New Website**
The current website provider is ceasing business and a new provider has been appointed. The new website is in development and it is hoped it will go live very soon. The PPG will be notified first of the new site and asked for feedback.
- **New Telephone System**
A new telephone provider has been appointed and the system will be installed in the near future. The format will be much the same as it is now, with a receptionist assisting in all types of call as opposed to callers being asked to press a 1 for appointments, 2 for results etc. The PPG will be asked for feedback.
- **Walk-In Centres**
There was brief discussion around the new GP Walk-In Centres. The proposed site of the centre in Ayr is as yet unknown, as are the details of how it will be staffed and managed.
- **Support for Carers**
Discussion arose around lack of training or support for carers when patients are being discharged from hospital. It was felt that advice/ training on the likes of

manual handling would be useful for carers coming to terms with looking after loved ones who have become unable to do some activities for themselves.

ACTION – Practice to contact carers centre for advice on availability of such training.

- **Online appointments**

The ongoing question of online appointment booking was addressed. Once we migrate to the new clinical system it will be something that can be looked at again.

9. Date of Next Meetings

- **Tuesday 2 March 2027**
- **Tuesday 7 September 2027**