

## Minutes of Patient Participation Group Meeting

Tuesday 6 February 2018



### Present

Practice Manager            Jan McCulloch

Office Manager             Aileen Money

Admin Assistant            Angeline Salani

Pharmacist                 Martina Lees

Patients – 12 patient group members attended

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### **1. Minutes of Previous Meeting**

The minutes of the previous meeting were adopted as read.

### **2. Previous Meeting Actions**

The Group were informed that all previous actions had been completed or were in hand as follows -

- Email response asking why patients failed to attend appointments was carried out in January. Unfortunately there was a very poor response. The Group discussed that although it might not make an immediate difference, if it were to be a practice that continued, then it may help in the longer term. Whilst we didn't want to add any unnecessary workload to the Receptionists, we would discuss with the team to weigh up the benefits. It was suggested the survey may be displayed on the waiting room TV screens as a pause for thought item.
- PPG Mission Statement – Jan will pull together a statement based on previous suggestions by the PPG
- Low-level notice board – does not fit in with current seating arrangement but may be considered in the future if seating is replaced with single seats.
- Role play scenarios for 6<sup>th</sup> year work placement students – the GPs did not feel it appropriate at this level, and preferred to focus on the benefits work experience can add to enhance the students' personal statement.
- South Ayrshire Life – South Ayrshire Life did not feel promoting our 6<sup>th</sup> year placement was appropriate for them. We will make the same

invitation to all South Ayrshire schools again come August and will include our offer in future Practice Newsletters.

- **Actions**
  - **Consider displaying DNA survey on Waiting Room media**
  - **Draft a PPG Mission Statement for consideration**
  - **6th year work placement to be advertised in newsletter**

### 3. Practice Pharmacist

Martina gave a presentation outlining the development of her role within the Practice, carrying out medication reviews by telephone; face-to-face consultations with patients based on project work, either instigated by the Practice or the Health Board and also her work with Nursing Homes.

It was asked if she might run clinics and carry out blood testing as a previous pharmacist working with the Practice had done in the past. This is not planned at present but may be considered in the future as her role develops.

Pharmacy services in general were discussed and it was identified that many patients being directed to pharmacy for minor ailments may not be aware that many treatments are available free of charge.

- **Action – Practice to develop a simple information leaflet on Minor Ailments and other pharmacy services**

### 4. Atrial Fibrillation Screening

It has been in the news recently that there are an estimated 50,000 people living in Scotland with undiagnosed Atrial Fibrillation (AF). This is a heart condition which causes an irregular heart beat and increases the risk stroke, heart attack and dementia. This risk can be reduced with prescribed blood thinning medication.

The Practice has been offering screening for AF using a simple hand held device since October 2017 and over 300 patients have been tested. Of these 300 patients we have had six confirmed diagnoses that may not have been otherwise picked up. Patients over 65 years are being targeted though the Practice is happy to test patients of any age whilst they are in the waiting room. No appointment is necessary and the reception team have all been instructed in the use of the device. Some of the PPG members were tested at the meeting.

## 5. Anticipatory Care Planning

Anticipatory Care Planning is an initiative predominantly for patients with complex long-term health conditions. We discussed this in some detail and the NHS Ayrshire & Arran document was circulated to the group outlining the type of information collected. The idea is that patients are able to make informed choices about their future healthcare needs, discuss these with their healthcare professional, friends and family and share these as appropriate with other care providers such as out of hours service, ambulance service and local hospitals, all with the patient's explicit consent. The Practice holds an electronic version of the plan which can be accessed by these services and the handheld document intended to be kept in the patients' home.

Though patients can start planning their future care needs on their own using this guide, (there is a downloadable app  too) the Practice focuses primarily on ensuring patients at risk of repeated emergency admission to hospital have the opportunity to discuss care planning. The Practice team meets fortnightly to discuss any new patients and review the care plans in place.

## 6. Team Changes

**GP Partner** - The Practice is delighted to announce the appointment of a new GP Partner joining the Practice on 1<sup>st</sup> March 2018. Dr Gordon Haveron who completed his GP training with the Practice in 2012 will work three full days per week, sharing on call responsibilities as well as seeing patients.

**Nursing Team** – Practice Nurse Amanda Counter who joined the Practice last summer has left to take up a post closer to her home in Lanarkshire.

Lorna Hale joined the Practice in September 2017 to complete her training as an Advanced Nurse Practitioner. She is currently employed by NHS Ayrshire & Arran but will join the Practice Team in May of this year.

**Medical Trainees** - The Practice support medical trainees at various stages throughout their medical careers and are very grateful to the patients who help them learn and develop their skills -

- **ST1** – these are qualified doctors who have chosen the GP career path. They come to the Practice for a 6 month block. We are pleased to welcome Dr Youssef for 6 months from February to August 2018.

- **ST3** – after the 6 month block of training the ST1 doctors go to hospital for 18 months of training before returning to complete their training with the Practice for a year. We will welcome back Dr Nisbet in August of this year to complete his final year.
- **FY2** – these qualified doctors have an interest in General Practice and so choose to gain experience in this area before deciding on their chosen career path. We are currently joined by Dr Keep.
- **4<sup>th</sup>/5<sup>th</sup> Year Medical Students** – These medical students join the Practice for 5 week blocks and shadow various clinicians within the Practice to get a general overview of how the surgery runs. They also shadow the local pharmacy, optometrist and Hospice for insight into their specialist area.
- **3<sup>rd</sup> Year Medical Students** – These medical students join the Practice from October to January, and are supported by Dr Simpson.

**Reception Team** – Hannah Connolly has joined the reception team as Trainee Receptionist. She will be trained in all aspects of reception work.

## 7. Travel Vaccination Clinic

Many people are starting to think about holidays, and for some foreign countries vaccinations are indicated. Normally the travel agent is able to advise on whether vaccinations are required at the time of booking.

If patients are requiring vaccinations for travel, we advise you book in time as some vaccines are not effective straight away, and other vaccines may consist of a course of injections over time.

We also offer vaccinations to people not registered with us, if they are unable to access this service from their own Practice. We provide travel and occupational vaccination.

We are a registered Yellow Fever vaccination centre, and continue to offer this vaccination too.

Any travel vaccination enquiries will be directed to complete the Travel Health Form on our website, and we will provide an assessment and costing.

## 8. Pharmacy First

The group were informed of a recent initiative by NHS Ayrshire & Arran called Pharmacy First. Pharmacy First allows pharmacists to prescribe

antibiotic treatments for impetigo and to women aged 16 to 65 suffering from simple urinary tract infections.

In the last year 39,000 prescriptions were issued for these conditions in General Practice, so it is hoped this new pharmacy service will make it easier for the patients to get treatment when required, and can release time in Practice for more complex conditions.

## 9. Heartstart CPR Patient Training

The next Heartstart Life Saving Skills training for patients will be held on Tuesday 6 March from 5-7pm and is open to anyone, including people not registered at this Practice. Some of the Group had attended previously and would let others know this was available.

## 10. Any Other Business

- Measles Mumps and Rubella Vaccination – due to an increase in cases of both mumps and measles, Public Health have asked the Practice ensure everyone aged 15 to 47 has a booster vaccination if they haven't already done so. Anyone in this category should contact the Practice to arrange an appointment.
- Telephone messages – A group member commented that the voice message on the telephone system was too quiet. It is a recognised fact that senior, male voices can be better received and so Dr Hunter would be asked to re-record the messages.
  - **Dr Hunter to re-record telephone messages**
- Online Appointment Booking – as previously discussed the Practice wish to offer an online appointment booking service, and the Group enquired if this plan had moved forward. The delay is due to IT issues, which will be followed up again.
  - **Practice to ask IT system providers for an update**
- X-ray Reporting Issues – A member of the group reported there seemed to be a delay in reporting of X-rays and asked if the Practice had noticed any problems. There was no Practice information at this time, but this would be discussed within the team.
  - **Practice to discuss and collect statistics on reporting times if necessary**
- Hospital Appointment Letters – the Group complained that often hospital appointment letters arrive at very short notice and patients may miss appointments due to holidays. It has been known for letters to arrive after the appointment date. It was discussed that the appointments office may also phone patients to attend

cancellations or short notice appointments, however, they use an 0800 number that many people will not answer.

This was something the Practice had experienced themselves, and the telephone provider had been able to re-program the system to display a local number.

- **Jan to contact NHS A&A to make them aware of the problem**

#### **11. Date of Next Meeting**

The next meeting will be held on Tuesday 5 June from 5-7pm.