

## Minutes of Patient Participation Group Meeting

1<sup>st</sup> June 2021



### Present

Practice Manager                      Jan McCulloch

Administrative Assistant              Angeline Salani

Patients – 6 patient group members attended via Zoom

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### **1. Format of Future Virtual Meetings**

Over the course of the pandemic the virtual meetings have been based around the Practice sharing information and developments with the group as things progressed at a fast pace, and the meetings were shortened. Given the time constraints of the virtual meeting platform the aim for future meetings will be:

- Again set an Agenda to circulate ahead of the Meeting
- Only review Action Points from previous Minutes
- Again set an Action Plan and circulate

Minutes will be sent via email soon after each meeting and available on the Practice website.

- **Action – Results of planned telephone consultation audit discussed at previous meeting to be emailed separately.**

### **2. Health, Wellbeing and the Covid-19 Pandemic**

The team have been reflecting on the events of the past year and how the Practice has changed. Some audits have been carried out

- An audit of the 2 week period from 14<sup>th</sup> to 28<sup>th</sup> May 2021 showed that 76% of planned consultations were face to face appointments, with the remaining 24% of consultations being carried out by telephone. Having flexibility for the patients to choose either face to face or telephone consultations has been seen as a lasting benefit from the pandemic.
- Our 3<sup>rd</sup> year medical students had compared appointments pre-pandemic and post-pandemic. This showed the number of urgent telephone consultations was 3 times higher in April 2020 than in April 2021, which was purely as a result of

the lockdown and everyone staying home and sticking to the Government rules. Face to face consultations were arranged as needed and a “Hot Room” was used to see patients with covid symptoms.

- Annual Reviews were suspended in December and January due to the second lockdown. Patients with birthdays in these months have recently been invited along for annual review. Patients who have missed their annual review at any time throughout the year are welcome to make an appointment.
- With less patients being seen during the past year, there were less opportunities for routine screening such as height, weight, BP, urinalysis. cholesterol etc. The Practice therefore are planning a screening event in July which patients can drop in to.

The Practice has been operating on a “business as usual” basis and the group agreed that the message was clear and were very happy with the level of service the Practice has given throughout the pandemic.

### 3. Caring for Carers Poster

Reception Supervisor, Kingsleigh, has won a place to present a poster entitled “Caring for Carers During a Pandemic” at the NHS Scotland education event at the end of June. Kingsleigh has worked on keeping carers informed of services available to them and recognising the impact of extra challenges placed on them throughout this time. It is wonderful to have her efforts and the efforts of the team recognised.

### 4. Team Update

Some new members of the team to be introduced:

- Emma McQueen, trainee Practice Nurse – an additional nurse to our nursing team
- Erin Hastie, trainee Practice Receptionist – part of the Government’s Kickstart scheme to get folks under 25y whose work has been affected by the pandemic, back into the workforce.
- Gavin McPhail, Occupational Therapist working with patients who have difficulty in coping with the activities of daily living. Gavin’s sessions are in addition to the work Claire Muir already does, and is especially useful for those affected by covid and long term covid
- Annie Leitch, Mental Health Practitioner – a replacement post, with increase sessions of 4 per week
- Community Link Worker – role is currently vacant though soon to be filled by the Health and Social Care Partnership

**Action – these new team members will be shared on the Practice Noticeboard and social media pages**

### 5. Newsletter

Our quarterly newsletter was a bit late for spring and so a combined Spring/Summer newsletter was circulated last week. We will return to a regular quarterly newsletter in September and the group were asked to let us know if they had anything they would like

to see added. Jan and Angeline are happy to receive emails from members and will follow up on suggestions made.

**Action – an email will be sent to the PPG members mid-August for ideas on what they think should be communicated in the Autumn Newsletter**

## 6. Hypertension Monitoring

We are offering Hypertension Remote Monitoring for hypertensive patients whose blood pressure is poorly controlled. BP monitors are available for patients to borrow to monitor their measurements.

## 7. Walking Group

The Practice walking group is set to return on Wednesday 1<sup>st</sup> June, leaving the carpark at 11 am every Wednesday morning. Angeline has contacted previous members as a courtesy to invite them along and we hope to welcome new members also. The group has been patient led for some time and we are grateful for the continued support of the group.

## 8. Any Other Business

- **Unscheduled Care** - A question was raised about the Ayrshire Unscheduled Care Service changes throughout the pandemic and that information about this service was not mentioned on the Practice website. It was agreed this would be rectified in the interest of informing patients the service is available.
  - **Action – Add unscheduled care information to Practice website and social media pages**
- **Online Appointment Booking** - An update on online appointment booking was requested. The Practice has been trying to move this forward for a number of years at the request of the PPG. Our system provider and NHS Ayrshire & Arran have been in communication during that time, however disappointingly nothing had moved forward, and delayed by the NHS Scotland re-provisioning of IT systems program. As this was coming to an end, the Practice would again take up conversations with both parties
  - **Action – contact our system provider and NHS Ayrshire & Arran IT team to ascertain the position with our request for online appointment booking**
- **Date of next meeting – Further Zoom meetings arranged.**
  - **Tuesday 5<sup>th</sup> October 2021**
  - **Tuesday 1<sup>st</sup> February 2022**
  - **Tuesday 7<sup>th</sup> June 2022**