

Patient Participation Group

Minutes of the Meeting held on Tuesday, 20th June 2023 at 5 pm

Present: Susan Dillon (SD), Helen Roberts (HR), Myra Sim (MS), Jayne Knox (JK), David Park (DP), Ellen Clark (EC), Rosemary McCalmont (RMcC) and Collette McNicol (CMcN) joined us via Teams.

Apologies: Sandra Scott (SC), Helen Barclay (HB), Eva Bingham-Pratt (EBP), Dorothy Jane McLachlan Wortley (DW), AnnMarie Robertson (AR), Helen Barclay (HB), Margaret Bryden (MB), Gordon Harkins (GH), Sheila Graham (SG), Carolyn Huckell (CH), Donna McMaster (DMcM), Billie Harkins (BH) and Helen Walker (HW).

Item	Title and Summary of Discussion	Action
1.	Welcome and Apologies	
1.1	<p>SD welcomed everyone to the Meeting and noted apologies.</p> <p>SD welcomed the new members to the meeting and explained that the PPG Group had now been running for approximately 5 years. Following a recent promotion on Facebook, 5 new members have joined the Group. Some new members have requested to join via Teams and this is something that we are keen to promote to allow more people to attend.</p> <p>DP suggested using a WhatsApp Group to promote the PPG Group as Facebook doesn't reach everyone. SD agreed that this could potentially be a good opportunity to catch a range of people and she would take this into consideration.</p>	
2.	Draft Minutes of the Meeting held on 21st March 2023	
2.1	These were approved.	

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3.	COVID Update	
3.1	Face Coverings - SD noted that face coverings are no longer required to be worn in the practice as per Scottish Government Guidelines.	
3.2	COVID Vaccinations - SD advised that the Mass Vaccination Team are responsible for delivering Covid vaccinations. Patients who are due a further vaccination will be contacted by the Mass Vaccination Team.	
3.3	Agreed to remove COVID as a standing item from the agenda.	
4.	Team News	
4.1	GPs – SD advised that the vacant GP post has been getting backfilled by locum GP's. We are hopeful that the vacant post will be filled on a permanent basis in the near future and this will increase the complement of doctors from 4 to 5.	
4.2	Reception Team – Fully staffed.	
4.3	Nursing Team – Fully staffed.	
5.	Social Media	
5.1	SD mentioned that there had been negative comments posted on the Dalry People Page recently about the practice and staff. These comments are very disheartening for staff and have a negative impact on morale. SD stated that she was happy to speak to anyone directly about any issues that they have and would encourage patients to contact her with any concerns.	

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	<p>DP brought a print out of some of the negative comments that had been posted. One of the comments stated “The building isn’t fit for purpose” implying that the surgery is of poor condition. The Group stated that they felt the building was very adequate for the needs of the Community and agreed that these kind of negative comments were not helpful.</p>	
6.	Practice Manager Update	
<p>6.1</p> <p>6.2</p> <p>6.3</p> <p>6.4</p> <p>6.5</p>	<p>New Phone System – SD advised that we are aware of the ongoing phone issues and that we are awaiting a new phone system from the Health Board. SD has chased this several times and we continue to await an update as to when the new system will be installed.</p> <p>GP Training – SD said she is looking into the possibility of Dalry Health Centre becoming a training practice for newly qualified GPs.</p> <p>Extended hours – SD advised that once the vacant GP post is filled, we are planning on offering extended hours.</p> <p>Advanced Nurse Practitioner – SD advised that the ANP can deal with rashes, abdominal pain, chest infection as well as a host of other issues and encouraged patients to use this service.</p> <p>Walking Group – Dalry Health Centre has started a Patient Walking Group. This will take place on Thursday of each week from 12 noon to 1 pm. The walk will meet at the practice.</p>	

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6.6	<p>Practice staff are also doing a weekly walk, alternating days so that all staff have the opportunity to take part.</p> <p>SD said this is a great opportunity to meet new people and has a host of health benefits.</p> <p>MS mentioned there is a walking group in Dalry who meet on a Monday, 12 noon to 1 pm.</p> <p>Data – The practice has decided to audit, on a monthly basis, the number of missed appointments, the amount of telephone calls received, the number of prescriptions processed and the number of documents received into the practice that require to be dealt with/actioned. This data will be shared on social media and within the practice to try and educate patients on the volume of work being done.</p>	
7	Any Other Comptent Business	
7.1	Medical Records – JK asked how much it is to request a copy of medical records – SD advised that we no longer charge for this service if it is a first request, however, there is a fee for all additional requests.	SD
7.2	Ear Irrigation – MS asked if this service was stopping at the practice, as she was advised by the nurse at her last appointment that it was stopping – SD and HR are both unaware of any changes to this and will check with the nursing team.	
7.3	Podiatry – JK asked if the podiatry service was coming back to the practice – SD advised that this service has been withdrawn by the Health Board and there is no plan on podiatry returning to the practice.	

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7.4	Diabetes – MS was told by her friend that there is an injection she can get at the practice to replace taking Metformin. SD and HR are unaware of this and will have to check with the nursing team.	SD
7.5	Dentist – JK asked if there was or ever had been a dentist at the practice – SD stated there is no dentist at the practice. HR mentioned there was, at one time, a sign on a room at the practice saying “dentist” however there has not been a dentist at the practice during her employment of over 10 years.	
7.6	Open Day – MS said that West Kilbride GP Surgery held an Open Day recently and she wondered whether Dalry could do something like this. SD advised that patients often don't attend such events, for example, the practice held a Warm Space Event and uptake had been very poor, therefore she is unsure if this would be a good use of practice staffs time.	
7.7	Rude Staff – EC wanted to highlight how she was made to feel on contacting the practice. EC said that the member of staff just refused to listen to what she was saying and she was spoken down to like a child. SD and HR advised EC to contact the practice and speak to either of them should she encounter any further issues or rude staff.	
7.8	Results – JK thinks it is inappropriate for reception staff to contact patients regarding blood results etc. JK thinks this should be done by a GP. HR and SD reassured JK that reception staff are trained to relay the GP's comment, and that this is common practice and has been for many years. Reception staff are not checking the results, they are purely relaying the message that was left by the GP/ANP.	

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7.9	Pharmacy First – DC mentioned on behalf of his wife that Davidsons Pharmacy doesn't have a private space for pharmacy first consultations. The screened off area is currently being used for storage. This can be embarrassing for patients. SD agreed to speak to Davidsons about this. SD noted that Gallaghers Pharmacy do have a separate consulting room and it may be best to attend there.	SD
7.10	Attend Anywhere – CMcN asked if this is something the practice has considered using. SD advised that the GPs had trialled this service, but didn't like it and opted not to use Attend Anywhere.	
7.11	Fundraising – SD advised the PPG Group that we are open to suggestions for fundraising ideas. In the past, the practice has donated food and supplies to the Garnock Valley food bank and Helping Hands Charity.	
7.12	Annual Reviews – MS thinks that Annual Reviews are a great way of keeping on top of general health and is a great service. SD suggested possibly doing an MOT review for men	
8.	Date of Next Meeting	
8.1	Agreed to meet again in three months – date to be confirmed.	