

Patient Participation Group

Minutes of the Meeting held on Thursday, 7th December 2023 at 5.30 pm

Present: Susan Dillon (SD), Helen Roberts (HR), Kathryn Wagner (KW), David Park (DP), Ellen Clark (EC), Rosemary McCalmont (RMcC), Sandra Scott (SC), Margaret Bryden (MB) and Helen Barclay (HB).

Apologies: Annemarie Robertson (AR), Nik McNicol (NMcN) and Myra Sim.

In Attendance: Kathryn Wagner (KW), Advanced Nurse Practitioner

Item	Title and Summary of Discussion	Action
1.	Welcome and Apologies	
1.1	SD welcomed everyone to the Meeting and noted apologies.	
2.	Draft Minutes of the Meeting held on 5th October 2023	
2.1	These were approved.	
3.	Matters Arising	
3.1	Blog A Day in the Life – SD advised that the Admin and Reception team were planning on making a video that will be uploaded to Facebook.	HR
4.	Nursing Update	
4.1	SD welcomed Kathryn to the meeting and asked her to give a brief overview of the nursing service. Kathryn advised that she had joined the Practice in 2017 as a Practice Nurse. She then carried out her Advanced Nurse Practitioner training and qualified in	

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	<p>2021. Kathryn deals with a wide range of acute issues and can examine, diagnose and prescribe. Kathryn can deal with chest infections, stomach/bowel issues, rashes, ladies issues, skin conditions, UTIs, MSK issues and can also prescribe and provide sicklines. Kathryn's role has been hugely beneficial to the Practice.</p> <p>At present, Kathryn does not deal with any mental health, obstetric or paediatric issues, but is hoping to attend training in the near future.</p> <p>Kathryn is currently carrying out x-ray training to enable her to be able to refer patients for x-rays/ultrasounds.</p> <p>Kathryn explained that the Practice also has a Practice Nurse (Joyce Larmour). Joyce has over 30 years experience and her main role is dealing with annual reviews for all chronic conditions, for example, diabetes, asthma, COPD etc. Joyce also carries out all smears within the Practice.</p> <p>We also have a Community Treatment and Care Nurse (CTAC) – Carly Johnstone. Carly has been with the Practice since she qualified and carries out a wide range of practice nurse duties – bloods, blood pressure, ECGs, wounds, stitch removal, ear syringe etc.</p> <p>We have a CTAC Healthcare Assistant – Greg Anderson. Greg has been with us for approximately two years and carries out a wide range of duties – bloods, blood pressure, ECGs, wounds. Greg has a lovely manner with the patients and patients often request an appointment with him.</p> <p>We feel we have an excellent and very knowledgeable nursing team who all work together well to provide care to our patients.</p> <p>SD asked the PPG members if they had any questions for Kathryn.</p>	

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	<p>MB asked for an update on the podiatry service. SD advised that this service was now being provided centrally by the Hospital and would not be returning to General Practice.</p> <p>HB stated that she was delighted to see such good teamwork at the practice.</p>	
5.	Team News	
5.1	Reception - SD advised that the practice is fully staffed in reception.	
5.2	<p>GPs - Dr Shepherd officially joined as a partner in November 2023.</p> <p>Dr Park will be retiring at the end of March 2024 and Dr Janet Iqbal will replace Dr Park.</p>	
5.3	Mental Health Practitioner (MHP) – MHP is currently off sick and is expected to return early next year. The GPs and the Community Link worker are covering MHP issues at present.	
6.	Draft Terms of Reference	
6.1	Agreed that Group would review these and final sign off would be agreed at the next meeting.	All

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7.	Winter Newsletter	
7.1	SD spoke to the attached newsletter. She advised that this is sent out to patients on a quarterly basis to advise them of any relevant practice news.	
8.	Practice Manager Update	
8.1	Christmas Fundraising - we have been overwhelmed by the generosity from both staff and the local community with donations for the Helping Hands appeals, the foodbank and the pet foodbank. Pictures of donations will be posted on Facebook.	SD
8.2	Creative staff – Our admin team have decorated their work area in the theme of a Santa's grotto. A photo of this will be displayed on the practice Facebook page.	
8.3	Pre-bookable appointments – all clinicians offer five pre-bookable appointments on a daily basis and these can all be face to face.	
8.4	Pharmacy – agreed that SD will liaise with the Pharmacy Team to see if they could attend the next meeting.	
8.5	Phone issues – Ongoing. SD continues to email the Health Board regarding the issues with the phone lines.	
8.6	Extended hours – noted that the Practice is now offering extended hours. ANP offers appointments until 6 pm on a Monday and GP and Practice Nurse offer appointments from 8 am on a Tuesday. These are all pre-bookable and face to face. This service is proving very popular with patients.	

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9.	Any Other Competent Business	
9.1	DP provided the Group with some interesting data about the life expectancy of the Garnock Valley residents.	
10.	Date of Next Meeting	
10.1	Date of Next Meeting – Thursday, 7 th March 2024.	