

**Patient Participation Group  
Minutes of the Meeting held on Tuesday, 21<sup>st</sup> March 2023 at 5 pm**

**Present: Susan Dillon (SD), Lesley Grier (LG), AnnMarie Robertson (AR), Sandra Scott (SC) and Helen Barclay (HB).**

**Apologies: Margaret Bryden (MB), Gordon Harkins (GH), Sheila Graham (SG), Carolyn Huckell (CH), Ellen Clark (EC), Dorothy Jane McLachlan Wortley (DW), Donna McMaster (DMcM), Myra Sim (MS), Rosemary McCalmont (RMcC) and Jayne Knox (JK)**

**In Attendance – Alana Struthers (AS)**

Item	Title and Summary of Discussion	Action
<b>1.</b>	<b>Welcome and Apologies</b>	
1.1	SD welcomed everyone to the Meeting and noted apologies.	
<b>2.</b>	<b>Draft Minutes of the Meeting held on 14<sup>th</sup> December 2022</b>	
2.1	These were approved.	
<b>3.</b>	<b>Matters Arising</b>	
3.1	DNAs – SD advised that she continued to post monthly data on the Facebook page. Noted that there have been a lot of negative comments from patients mainly stating that it is difficult to get through to the Practice to cancel an appointment. SD stated that patients can also contact the Practice in person or via email to cancel appointments. PPG felt this information was useful and should continue to be posted.	
3.2		

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	Warm Space Event – SD advised that we had held two events. Unfortunately attendance was very poor so it had been agreed not to arrange any further dates at present.	
<b>4.</b>	<b>Ayrshire Hospice</b>	
4.1	SD welcomed Alana Struthers to the meeting. AS advised that she was the Head of Clinical Governance for the Hospice and her role was ensuring that all patients had a dignified death. She explained that there was building work currently taking place at the Hospice and she was keen to seek the views of the local community as to what kind of service they would like the Hospice to provide for patients.	
<b>5.</b>	<b>COVID Update</b>	
5.1	SD advised that the Spring programme for COVID boosters will be commencing shortly for specific groups of patients. COVID boosters will be provided by the Mass Vaccination Team.	
<b>6.</b>	<b>Team News</b>	
6.1	GPs – SD advised that Dr Wallis will be increasing to three days per week as from 1 <sup>st</sup> April 2023.	
<b>7.</b>	<b>Practice Manager Update</b>	
7.1	Pharmacy 7 day turnaround – SD advised that patients are now being advised to allow 7 days for their prescriptions, this is mainly to help ease pressures on	

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7.2	the Community Pharmacies. SD stated that we still aim to turn prescriptions around within 72 hours.	
7.3	Income Advisor – SD advised that this is a new role within the Practice. The Income Advisor can provide advice relating to benefits, assist with making claims, and provide assistance with appeals. Their aim is to make sure everyone has their legal entitlement to benefits. Patients can self-refer to this service. Since taking up post the Income Advisor has dealt with 23 referrals and the total financial gains for patients has been £62,457.39.	
7.4	Suicide Scotland – SD advised that Suicide Scotland is running a support group for people who have been bereaved by suicide. The Group meets in Dalry Community Centre on the second Wednesday of the month and runs from 7-9 pm.	
7.5	Fundraising – SD asked the Group for any fundraising suggestions.	
7.6	Menopause – noted that the Pharmacist at Gallagher’s is currently undertaking training in menopause and will hopefully be holding clinics in the near future.  Appointment Reason – SD stated that some patients still feel that staff are being “nosey” by asking what their issue is. SD explained it is helpful to have a brief indication from the patient to ensure that they are given an appointment with the appropriate clinician. SD explained that patients do have the right to say it is personal and staff will note this in the slot note. SD advised that it is helpful for the clinicians to see a brief description as this can then help them prioritise their call list.	

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<b>8.</b>	<b>Date of Next Meeting</b>	
8.1	Agreed to meet again in three months. Date to be confirmed.  We look forward to the next PPG meeting.	