

DOUNBY SURGERY/EVIE BRANCH SURGERY

Patient Participation Group (PPG) Meeting

Tuesday 27th November 2018

Present: Lorraine Flett
Pat Shields
Christine Northage
Erlend Nicolson
Dr Jonathan Kirk

Annabel Eltome
Richard Gibson
Hilary Morrell
Lynn Runciman

Apologies:

1. Welcome

Lorraine welcomed everyone to the meeting.

2. Matters Arising

- **Online Appointment Booking** – PPG group members have been testing this service for a few weeks and it is working well. Forms so that patients can register are now available at reception and on the surgery website. It will also be included in new patient packs. Lorraine demonstrated the iPad app which is called Patient Access. This can also work on android and desk tops. Routine GP appointments at both Dounby and Evie Surgery can be booked using Patient Access. All appointment types can be cancelled using it. The group was keen that this service be advertised more widely and suggested that posters about it should be placed in local shops. It will also be promoted on the surgery Facebook page. It was noted that emergency appointments are not on the system and that patients should still call the surgery for urgent same-day appointments.
- **Flu Vaccine Update**
This year there are 3 different flu vaccines for adults of different ages. Currently the practice has no stock left for people under 65 but more will be made available from supplier soon.
The final allocation of vaccines for people over 75 has been received and a clinic is being held this week.
People aged 65 or older are also eligible for pneumococcal vaccination. The practice has commenced sending a birthday card to people during the month of their 65th birthday inviting them to make an appointment for the vaccine.

3. Evie Computer System

There are on-going issues with IT at Evie Surgery. Surgery staff have identified a pattern where the link between Evie and Dounby goes down on the last Tuesday of every month. IT support is provided to the practice by NHS Orkney IT Department.

Other issues are related to connection speed, BT and SWAN are investigating their parts of the infrastructure.

Pat will raise concern about the IT problems at the next board meeting.

4. Sleep apnoea service

Richard raised concerns about the sleep apnoea service provided by NHS Grampian. He explained that there are delays in getting spares and supplies as there were 3 nurses running the service and this has now reduced to one.

This nurse is responsible for 2,000 units which need to be serviced frequently. It was suggested that this concern could be raised with NHSO board. Data to support this concern could be obtained through a Freedom of Information request.

5. Business Continuity Plan

The practice is developing a business continuity plan, the group discussed various other locations which may be suitable for use should the surgery need to relocate in an emergency

6. Practice Update

- The phototherapy service is going well and being well used. Elaine Peace will be leaving at Christmas having completed the set up of the service. Present staff will continue to provide the service.
- New GP, Dr Rebekah Palmer, is settling in well. Dr Bob Hazlehurst will be retiring at the end of the year. Dr Jack Cunningham will be back at the practice from February.
- Gordon Jones, the new Chaplaincy and Spiritual Care Lead at NHSO would like to meet the group and consider the restart of the community listening service.

7. AOCB

- **Building maintenance** – Erlend had noted that 2 outside lights are not working. Lorraine advised the NHSO Estates Department had been notified.
- **Sepsis Training** – Members suggested that Sepsis awareness training could be included as an item on the agenda for the next meeting.
- **Quiz** – Members asked if there would be a fundraising quiz in early 2019, Lorraine will consider arrangements.

8. Date and time of next meeting

The next meeting will be on Tuesday 12th February at 11.30am