

DOUNBY SURGERY
Patient Participation Group (PPG) Meeting
Wednesday 25th March 2026

Present: Lorraine Flett
Lynn Runciman
Christine Northage
Helen Clouston
Anabel Eltome
Dr Holly Woodwark

Apologies: John Stockan, Anne Slight, Kirsteen Hine

1. Welcome

Lorraine welcomed everyone to the meeting

2. Matters Arising

- **MGUS** – Following medical student Flora's update on her project on Monoclonal Gammopathy of Undetermined Significance (MGUS), Helen provided further information on those most at risk of this finding in their blood results, noting that risk increases with age.

3. Frailty

Helen revisited the presentation from the previous meeting and updated the group on the practice's approach to frailty scoring. This information can be used to support out-of-hours GPs and inform areas such as prescribing and blood pressure targets.

Local services to support or reduce frailty were discussed, including the Aging Well service delivered by NHS Orkney. The group was previously unaware of this service and suggested that the practice share further information about it.

4. Dr Holly Woodwark

Dr Woodwark introduced herself to the group. She is a GP trainee currently on placement with the practice for six months. She will then spend one year at The Balfour before returning to Dounby Surgery.

5. Surgery Website

The practice is reviewing its website and plans to update to a more accessible version. The group reviewed a range of example websites and provided feedback on their preferred options.

6. Practice Update

- **IT upgrade** – As part of a national programme of IT system reprovisioning, the practice will transition to a new clinical system at the beginning of July. A 12-week transition programme is about to commence, with further information to be provided at the next meeting.
- **Staffing** - Dr Miller is currently on leave, with cover provided by two regular locum GPs, Dr Filipek and Dr Gandiya. Practice Nurse Megan Hourston had previously been working flexibly but will now be in the practice two days per week. Routine appointment availability remains at approximately two weeks.

7. Any other business

- **Pharmacy text messaging** – Some group members reported issues with pharmacy text messaging. The practice was not aware of any problems and advised raising concerns directly with the pharmacy. The repeat prescription process was discussed, including the need to allow seven days between ordering and collection.
- **Digital Front Door** – NHS Scotland will soon launch a digital service called mycare.scot, which will allow patients to access some of their health information. Initially, this will be limited but is expected to expand over time.

8. Date and time of next meeting

The next meeting will take place on Wednesday 27th May at 12.45pm.