

Minutes of Patient Participation Group Meeting

6 September 2022



Present -

Practice Manager Jan McCulloch

Administrative Assistant Angeline Salani

In attendance -

Advanced Nurse Practitioner Sophie Steele

Practice Nurse Emma McQueen

Patients – 10 patient group members attended

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The Group were welcomed back to the Practice for the first face to face meeting in over 2 years. They were thanked for their flexibility in switching to a virtual platform during the pandemic, and for their ongoing support and advice during the pandemic.

1. Minutes of Previous Meeting & Actions

Previous minutes adopted as read. Previous actions reviewed.

- DNA rates to be shared on an ongoing basis to try to reduce unnecessary non-attendance
- Admin Patient Contact Audit postponed due to staff shortages. Will be run in the autumn.

2. Health and Care Experience Survey Results

The Government Survey was sent out to selected households in November 2021 and results made available in May 2022.

Barns scored well above the national average at 95% (Scottish average 67%). The local press had posted results too, and it was noted that Barns had come 41st out of 890 Practices across Scotland, the team were commended.

Back in June we held a focus group meeting to discuss the results in detail.

Comments are available to Practices and, though very few were negative, provided some points to consider, including:

- Balancing seeing someone quickly with who you want to see
- The unknown different roles of the team
- Making patients aware of the other healthcare professionals attached to the Practice, and the services we offer

The nursing team have made a video introducing themselves and their roles within the practice, and the PPG were first to view it. Nurse Sophie joined the Group at this point to introduce it. Feedback was very positive, with the Group saying how clearly the roles were defined.

The group discussed the role of the Practice as a major training practice and as always our patients are to be thanked for the ongoing support in the training of our future health professionals.

Available clinics and screening programmes were discussed and the practice agreed ongoing advertising of the services is needed. The group in particular mentioned the work of Brian, our aligned Advanced Physiotherapist

- **Action points**
 - Share nursing video on social media and waiting room screens
 - Advertise clinics and services on social media and waiting room notice boards.
 - Consider a video of our aligned healthcare team describing the roles, similar to that of our nurses.

3. Online Appointment Access

Online appointment booking has been an ongoing agenda item with the PPG for many years. To date it has not been an available function for our IT system within Ayrshire & Arran. The Practice has once again brought this to the attention of NHS Ayrshire & Arran IT Security and a meeting has been requested for talks between IT and our system suppliers to take this forward. It will remain on our agenda until a satisfactory resolution is achieved.

The group had a very useful discussion on how an online booking system might work for them; how it might look and what information is needed available to ensure correct booking by patients.

- **Action Point**

- Jan to continue liaising with Vision and NHS A&A IT Security Department

4. Vaccination Transformation Program

The Vaccination Transformation Programme forms part of the Scottish Government GP Contract, which moves responsibility for vaccinations from GP Practices to Health and Social Care Partnerships. This has been delayed somewhat, mainly due to the Covid pandemic, however within NHS Ayrshire & Arran, progress has now been made since April 2022 and as a result they will be taking over the winter vaccination program which commenced on 5 September.

Eligible groups will be invited to book an appointment at a vaccination centre for Flu vaccination and Covid boosters, and some of the PPG reported they had already received their invites.

The practice is disappointed not to be taking part this year, however would support everyone eligible to take up the invitation.

5. Telephone Consultation Research Project

The Practice are working with University of Glasgow research team in a project about remote consultations, mainly telephone consultations for us. Dr Scobie made a site visit and spent the morning observing clinical telephone consultations and interviewed some of the clinical staff.

The next part of her research will involve interviewing a small group of randomly selected patients to get their views on their experience. No patient details will be shared in this process.

The results of her research and comparison with other practices will be shared once available.

- **Action Point**

- Glasgow University results to be shared when available

6. Cervical Screening

Public Health have reported in recent years (and pre-pandemic) that there is a decrease in the uptake of cervical screening.

A Freedom of Information Request was made to all GP Practices asking about screening numbers, and in particular about the accessibility of the building and consulting rooms. Our response was shared with the PPG, and points to note were at Barns we offer:

- We have an accessible building all on the level, now with automatic doors into the surgery building and consulting room corridor
- Electronic examination couches allowing them to be lowered and raised as appropriate
- We have in the past carried out cervical screening at home and this is still available where indicated
- The Practice continue to encourage all screening, and have flagged in the patient record if a smear is overdue to allow opportunistic testing

At this point the PPG asked about men's health screening and mammography screening, quoting issues their friends had had in accessing services.

- Men's health screening: it was discussed that whilst men are not routinely recalled for prostate examination or bloods, this can be requested by anyone with concerns or added on during annual screening.
- Breast Screening: a member of the group reported her friend had been unable to access the regular breast screening service. It was noted that screening is offered to women aged 50-70 years every 3 years, which will have been disrupted due to the pandemic. However patients can self-refer from aged 50y if they wish. We used to write to patients on their 50th birthday to let them know when the breast screening unit was next due.

Action Point

- Check when our patients are next due to be invited for screening and share the telephone number for self-referral in the meantime

- Send information to women on their 50th birthday about the next planned screening date

7. Any Other Business

- NHS 24 Public Health Partnership Forum (PPF): looking for volunteers to join their group to have a say on the work NHS 24 does. Interested parties can email pfpi@nhs24.scot.nhs.uk to register their interest.
- Community Acute Respiratory Infection Surveillance Program: anyone with respiratory/ Covid type symptoms within the last 7 days can pick up a self-testing swab kit from the surgery. The swab tests for Covid, flu RSV and other viral infections and helps Public Health build a picture of infection rates etc.

Action Point

- The Practice will continue to encourage this surveillance program on behalf of Public Health Scotland, and promote in our waiting room, website and social media pages.
- Queen Margaret Academy Visit: The practice offers work experience opportunities to all local school pupils in 5th/6th year who are applying to study medicine, and 9 pupils from QMA will be spending time in the surgery to observe the admin team and chat with some of the clinical team to get an understanding of how General Practice works.
- Automatic Doors: the PPG reported they liked the new automatic doors though sometimes they take a bit of getting used to. Whilst signage is clear, often we act out of habit and try to open the doors.
- Patient call system: the Group reported sometimes it was difficult to hear names being called. This hadn't always been the case, and the team will review.

Action Point

- Reception team to review the volume of the patient call system
- Menopause Advice: the Group asked what services were available regarding the menopause given the recent attention this had drawn to it by the media. The ANP nursing team all provide support advice and treatment on menopausal symptoms and had been referring to the Health and Wellbeing Centre at Dumfries House who run a 6-weekly

women's health program offered through NHS Ayrshire & Arran. It was suggested this information could be circulated for self-referral.

NB – this was discussed further at the Practice Clinical Meeting and the team felt there had been changes to the support this program offered which needed clarified before we circulated the program information.

Action Point

- Contact Dumfries House Health and Wellbeing Centre for a program update. Report back to the Barns clinical team and circulate details of the program if appropriate
- Micro-suction: Practice Nurse Emma joined the group to discuss and ear wax removal by micro-suction and give a demonstration of the new equipment the Practice had purchased.

Emma explained that micro-suctioning wax from ears is less invasive than ear irrigation, and a few patients we have used it on already had felt the benefit.

The group noted that many clinics and pharmacies are offering this service at a cost, and it was noted this is a free additional service we offer to our patients.

Anyone can book in for an assessment/ procedure if they feel they have a wax build up – such as fullness in the ear, dullness of hearing etc. As before, ear drops are advised around two weeks beforehand to soften the wax.

Action Point

- Promote this new service to our patient group on our website, waiting room and social media channels

8. Date of Next Meeting

Tuesday 7th March 2023