

## Minutes of Patient Participation Group Meeting

4 February 2020



### Present

Practice Manager	Jan McCulloch
Administrative Assistant	Angeline Salani
Assistant Practice Manager	Karin Thorburn
Reception Supervisor	Kingsleigh Mitchell

Patients – 10 patient group members attended

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### **1. Minutes of Previous Meeting**

The minutes of the previous meeting were adopted as read.

- Patient Satisfaction Survey – it is hoped the results of the 2019 Health and Care Experience survey will be available for the next PPG meeting in June.
- Flu vaccination – at the time of meeting the Practice have vaccinated 82% of over 65 year olds, 63% of 18-64 year olds at risk and 63% of children. The vaccination programme runs until the end of March and text invitations have been sent to those patients eligible but not yet vaccinated.
- HPV for boys – S1 boys are now being vaccinated against HPV in school. As previously discussed there is no current catch-up programme for boys not previously vaccinated, however the Practice are able to offer this privately to those interested.
- Mental Health Practitioner – 91 patients were seen from September to December. Feedback has been positive and an additional clinic per week is now offered.
- AUCS – NHS Ayrshire and Arran has nothing new to report on changes to the management of the unscheduled care service.
- Student placements – work experience is still offered within the Practice and we are expecting several 6<sup>th</sup> year school pupils and GAP

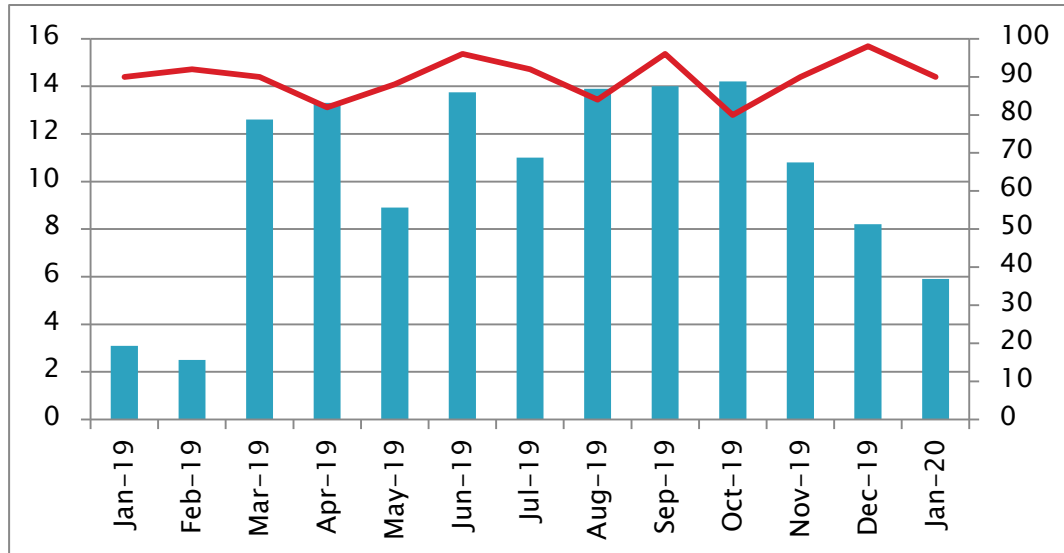
(Glasgow Access Programme) students. The programme offers students the opportunity to gain knowledge and skills to help them pursue the study of medicine.

## 2. Previous Meeting Actions

The Group were informed that all previous actions had been completed or were in hand.

- Smoking Cessation Clinics – both the Friday afternoon booked appointments and Tuesday evening drop in clinic are very poorly attended. It was suggested that anyone who had had a recent prescription for the smoking cessation drug Champix be invited to attend and this group of patients have all been sent a text or email. The Practice has also invited all patients coded as current smokers who have recently joined the Practice.
  - **Action – promote National No Smoking Day in March**
- Health Campaigns – Notice board space has been offered to patients to promote health campaigns of interest via a notice in the waiting room and in our newsletter. To date there has been no interest. We will display the 2020 Health Campaigns calendar in the waiting room to provide some information on the kind of things we will be promoting and invite patients to help in the promotion of these, and other campaigns of interest to them.
  - **Action - Display current Health Promotion Calendar and encourage patients to get involved**
- Attend Anywhere – Angeline carried out a test video consultation with one of the group members and a successful consultation was carried out. The GP's plan to offer video consultation reviews to patients starting treatment on new medications in the near future as an alternative to telephone reviews.
- Serial Prescribing – A brief survey was emailed to the 5 PPG members who currently receive serial prescriptions to determine the success of the service. The feedback was positive, though there was an incidence of medication being given that was not required.
  - **Action - Discuss with pharmacy team re serial prescribing for intermittent use items**

- Appointment Analysis - it was asked at the previous meeting if waiting times for GP appointments had improved since Drs Nisbet and Ledger joined the Partnership in August. Analysis was carried out and results shown as follows.



The BMA reports demand for appointments has increased by 24% in the last 20 years and failure to attend rates have increased from 1:25 to 1:20 in the last two years.

More than 1 million GP appointments are wasted every year with a cost to the NHS of £200 million. Possible reasons patients fail to attend were discussed and the procedures in place for dealing with those who repeatedly waste appointments. An average of 1.5 hours are wasted every day in Practice. The group agreed that on the whole, waiting around 3 weeks to see your preferred GP for a routine matter was reasonable.

Reception staff are trained to take information from patients so that they may receive **“Right Care, Right Person, Right Time”**. Quite often a patient’s need can be met by another clinician or service.

Some solutions for reducing waiting times were discussed such as moving to same day appointments, however it was felt that a balance of routine and 48 hour access appointments allow more flexibility for patients.

- **Action – Raise awareness if appointment time wasted and reduce DNAs.**

### 3. Occupational Health in General Practice – Meet our OT

Claire Muir joined the Practice last year as part of a Pilot Service offering Occupational Therapy intervention in General Practice. She attended to introduce herself and explain a bit about her role as Occupational Therapist. In Practice Claire takes referrals from the GPs and ANPs and currently arranges her own appointments. It is her role to enable patients become independent and help to prevent situations from becoming worse. Claire will carry out an assessment of individual needs at that time and help set goals; be they finding methods of structuring their time, finding solutions to help alleviate problems carrying out daily activities, or referring on to other services. Occupational Therapy should be a short-term intervention to enable patients to manage themselves better. The waiting time to see Claire in Practice is around 2-3 weeks.

### 4. Coeliac Disease Monitoring

NICE guidelines (2016) suggest that people with coeliac disease be offered an Annual Review and this was discussed within the local GP cluster group meeting in September 2019. Each Practice involved agreed to audit patient records.

The annual review entails blood testing; height, weight and BMI measurement; a series of disease related questions and dietary advice. Patients should be signposted to the Gluten Free Food Service run by community pharmacies. The Practice has 27 patients recorded as having coeliac disease and these patients will now be invited for annual review during their birthday month.

- **Action – advise all patients with Coeliac Disease that they will receive annual review invitations**

### 5. Carers Information Workshop

A carer is anyone who, unpaid, looks after a friend or family member who can't cope alone due to illness, disability, a mental health problem or an addiction. (Care Information Scotland)

It is estimated that 1 in 8 people in the UK are carers, however only a fraction of these recognise themselves as carers and therefore getting the support they need.

Carer's UK State of Caring 2018 Survey found as a result of caring –

- 72% suffered mental ill health
- 61% suffered physical ill health
- 8 in 10 say they felt lonely or socially isolated

The Practice plans to hold a Carers Information Workshop on Tuesday 17<sup>th</sup> March from 3pm to 7pm. Representatives from Unity Enterprise Trust have been invited to attend. Other services will be invited to attend or provide information to be displayed and there will be a nurse available to provide health checks. The group suggested Claire attend this workshop also and she will check her availability to do so.

- **Action – Invite VASA, Money Matters to attend workshop or provide information on services available to carers**

## 6. Know Your Numbers

Know Your Numbers is a British Heart Foundation campaign for heart health. Encouraging people to know their blood pressure, cholesterol level, BMI, waist measurements etc can help in setting goals to reduce these to a healthy level, thereby reducing the risks of heart disease and stroke.

High blood pressure is referred to as the silent killer as often there are no symptoms. Atrial Fibrillation, or fast irregular heartbeat, can also have no symptoms and often goes undetected. Undiagnosed AF makes a person 5 times more likely to suffer a stroke. Atrial Fibrillation monitoring is still on offer in the waiting room and NHS A&A have asked the Practice to share our results of waiting room testing to encourage other Practices to offer the test and raise awareness.

The group discussed the equipment available in the waiting room for patient use and what would encourage/ prevent people from using it. The feeling was that there is no privacy in the waiting room for stepping on the scales and many didn't know there is a BP pod available and if they did, didn't know how to use it, though there are instructions available on the desk. It was agreed that the Practice will look at ways to better promote the equipment and look at options for giving some privacy. Room 12 was

suggested however this room is used for clinics and may not always be available.

- **Action – Promote waiting room health check area to make better use of equipment, looking at solutions to privacy issues**

## 7. Medication Assistance

Scottish Government Effective Prescribing and Therapeutics team and the Health Literacy and Self-Management are looking at ways to help patients taking multiple medicines, and their carers, better understand their medicines and how they take them. They are looking at the development of an app and website to support patients and offer information and guidance. A survey was handed out to members of the group to provide their feedback for this.

- **Action – hand out survey to patients in reception**

## 8. Team Update

- Dr Simpson has returned from maternity leave
- Dr Tan will take maternity leave in April
- Dr Sally Youssef has returned to complete her GP training over the next 18 months
- Practice Nurse Sophie has begun her ANP training and will be taking her turn on nurse telephone consultations on Thursday mornings. She will also be shadowing some clinics to aid her learning.
- Shona Neilson joined the Practice in September as trainee Healthcare Assistant and is hoping to start her nursing training with the support of the Practice.
- The Practice continues to provide training for undergraduate nursing students and newly qualified nurses.
- HNC Admin student, Sarah, joins the Practice 2 days per week for 10 weeks in mid February.

## 9. Any Other Business

- Scottish Health Council General Practice Volunteers Networking and Developing Event - 4 delegates invited to attend event at Park Hotel, Kilmarnock on Wed 25<sup>th</sup> March to identify the *Changing Landscape of Primary Care*. Jan and Angeline are interested in attending and the invitation is extended to members of the PPG to join them.

- Multiple Sclerosis - 1MSg Campaign - A survey by MS Trust found that 1 in 10 people living with MS has not been seen by an MS specialist nurse or neurologist in the last year. The 1MSg campaign is launching in Ayrshire & Arran to highlight the benefits of regular engagement with MS services to ensure patients are making informed decisions about their disease management. All MS patients have been contacted and invited to a review at the Douglas Grant Rehabilitation Centre based at Ayrshire Central Hospital.
  - Corona Virus – protocols around the treatment of potential Corona Virus cases were discussed. The Practice has been provided with guidance from Public Health on how respond to patients who may have been in contact with the virus or are displaying symptoms. A 14 day isolation period is advised so patients are advised not to attend the Practice if they think they may have the virus. Telephone advice will be offered and Public Health will be contacted for advice before any testing or treatment is undertaken.
  - Respiratory Nurse Specialist – Alison Jones has provided Home Visits for the Practice in the past and is offering to run a COPD Review clinic in Practice. It is anticipated this will take place on a Friday.
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- **Date of next meeting** – Tuesday 9 June 2020