

Minutes of Patient Participation Group Meeting

5 September 2023



Present

Practice Manager Jan McCulloch

Administrative Assistant Angeline Salani

1. Minutes of Previous Meeting & Actions

Previous minutes adopted as read. Previous actions reviewed.

- Online appointment booking on hold as Ayrshire & Arran moving to new clinical system in 2024.
- Acknowledgement of when prescription is processed – a receipt is generated when the prescription is ordered but not possible to acknowledge when processed.
- Veteran recognition – 39 veterans and their family members have been identified and coded since the last meeting. We will continue to promote this scheme.

2. #GP Admin Team

The role of GP Admin staff is being celebrated during the week of 11 September. The group were shown a short video highlighting the team and the support they provided to patients and the clinical team. A recent audit carried out in the practice revealed that 36% of all patient phone calls were handled by the admin team without need for clinical team intervention.

GP Admin week coincides with Learning at Work Week and many of the team are taking part in training courses during the week. A short video of the admin team and the services provided was shown prior to being shared on social media. #notjustareceptionist

The Scottish Cabinet Secretary for Health and Social Care, Michael Matheson, is visiting the Practice on Monday 11 September to meet with the team and launch the publication of a Competency Framework for Managers and Admin Staff.

- **Action – circulate admin team video to social media**

3. Meet the Team

The new team of GP Trainees were introduced. Their photos are displayed in the waiting room and were shared on social media. The Practice continues to support the training of medical students as well as the GP trainees. The practice is grateful for the support of our patients in helping develop our future healthcare professionals.

Emma Ross and Rhianna Given have recently joined the admin team also.

4. Dementia Friendly Practice

It is estimated there will be a 50% increase in people over the age 65 living with dementia over the next 20 years.

A General Practice Toolkit aims to ensure the appropriate systems are in place to help with flexibility of appointments, consent etc. The team worked through the toolkit at a recent study afternoon and the results shared with the patients. Patients with mobile numbers appointment reminder texts and it was agreed this was useful, however it may also be of benefit for carers to receive a text as well. At present the text system does not allow for this but we can chose the primary number for texts to be sent to.

It is recognised that the admin team develop relationships with patients and become aware when things aren't quite right with someone, therefore enabling them to highlight concerns to the clinical team.

- **Action – contact messaging service regarding the possibility of sending texts to 2 numbers.**

5. Prescriptions Management

Repeat prescribing is the biggest administrative duty the practice undertakes, processing around 1500 repeat prescriptions each week. We offer a same day service if ordered before 12pm. The work involved and expectations of patients was discussed. Whilst the practice have not changed the system, NHS Ayrshire & Arran have advertised a seven day turnaround for pharmacies and many local pharmacies are following this guideline. This is generating an increased volume of calls and admin work for the practice as patients are calling with queries as to where their prescription is, wanting to collect it themselves instead of us sending to their preferred pharmacy etc. We discussed how the practice might manage this going forward. As part of safe prescribing procedures the practice must review all repeat medication annually. In some cases a conversation with the patient is required and for some medications regular reviews are required, e.g. pain medication and antidepressants.

The cost of medicines to the NHS that can be bought over the counter and medicine waste was also discussed, as well as the usefulness of messages printed on prescription re-order forms.

- **Actions**
 - **Display poster of NHS medicine costs**
 - **Display medicine wastage campaign**
 - **Reinstate counterfoil messages for holiday/ training dates etc.**

6. Any Other Business

- **Power Cut – Continuity Planning**

A power cut affecting most of Ayr on 2 August caused issues for the practice with power out to phones, fridges, computers, automatic doors etc. The practice business continuity plan was reviewed. An enquiry came in regarding a patient on home oxygen using an oxygen concentrator. On investigation of this, anyone using essential

medical equipment at home should register for Scottish Power's priority list and back up power can be provided.

- **Health and Care Experience Survey**

The survey is due to be circulated again in November by Scottish Government and the practice would appreciate any patient receiving this to complete it. Results are available in May 2024.

- **Action – advertise on social media**

- **Results Management**

The way in which the practice processes results was reviewed at a training afternoon. With new clinical and admin staff it was an opportunity to review what works well and what could be done better.

There are 3 processes used for results:

1. Normal – we don't phone patients with normal results
2. Phone Patient – important actions such as medication, repeat samples, further tests etc. are conveyed to patients.
3. Await Patient Call – non-urgent messages for patients are noted in the patient record to be given when the patient makes contact.

Patients are encouraged to call in for results after a week if they have not heard from us. This allows for lab processing and gives the clinician time to review the results.

- **Action – notice on social media and waiting room re processing of results**

- **Childhood Immunisations**

Unfortunately we are no longer allowed to manage our own appointments for childhood immunisations. We have worked with the Health Board to ensure minimum disruption to our patients. We would welcome feedback from patients who have been called under the new system.

- **Patient Call System**

It was noted that perhaps the patient call system is not loud enough as patients are not hearing their name being called. The volume has

recently been increased so this will be monitored and adjusted accordingly.

- **Action – Test call system volume**

- **Date of next meeting – Tuesday 5th March 2024**