

Minutes of Patient Participation Group Meeting

7 March 2023



Present

Practice Manager Jan McCulloch

Administrative Assistant Angeline Salani

Patients – 6 patient group members attended

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1. Minutes of Previous Meeting & Actions

Previous minutes adopted as read. Previous actions reviewed.

- Annual DNA rates announced.

2. Ayrshire Hospice Consultation

Chris Rodden, Director of Patient & Family Services, attended to share some information on the development of the new Ayrshire Hospice building and give an overview of services available. A public consultation is underway and members of the public are encouraged to complete a short questionnaire to give their views on service provision. You can access it by scanning the QR code below until 12th March 2023.



- **Action points**

- Display poster in foyer.
- Share video on Facebook
- Share QR code on website

3. VASA (Voluntary Action South Ayrshire)

Angela McWhinnie of VASA attended to give an overview of the work they do and the services they provide. VASA offer support to people looking for voluntary work and also to volunteer groups in securing funding and volunteers.

They offer support services under the South Ayrshire Lifeline charity and can help people find support in anything from befriending services, bereavement counselling to help getting benefits. The group were surprised to hear of available resources they were previously unaware of.

A newsletter offering volunteering information can be found by scanning the QR code.

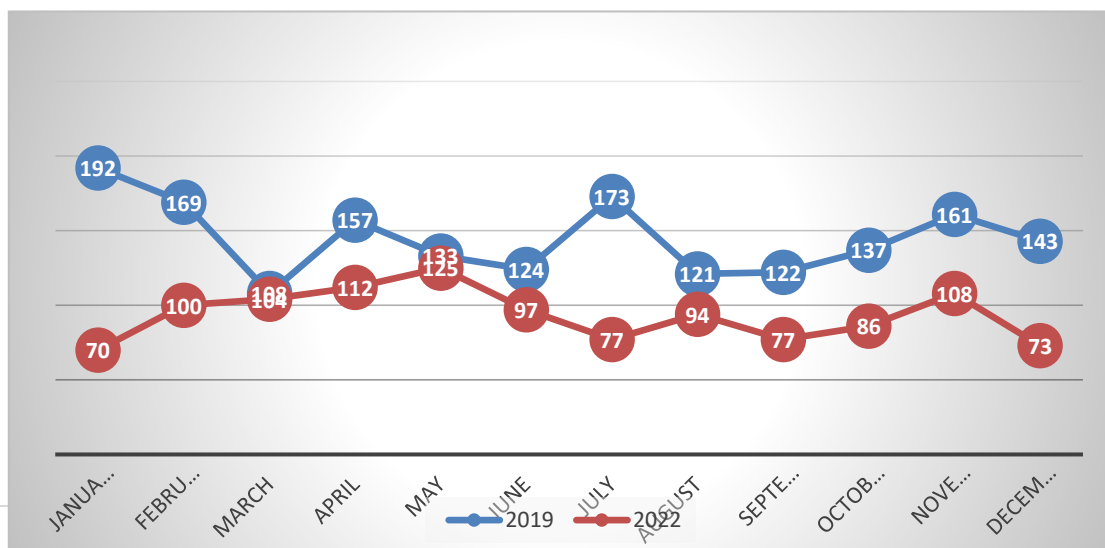


- **Action Point**

- Share website details to social media and website.

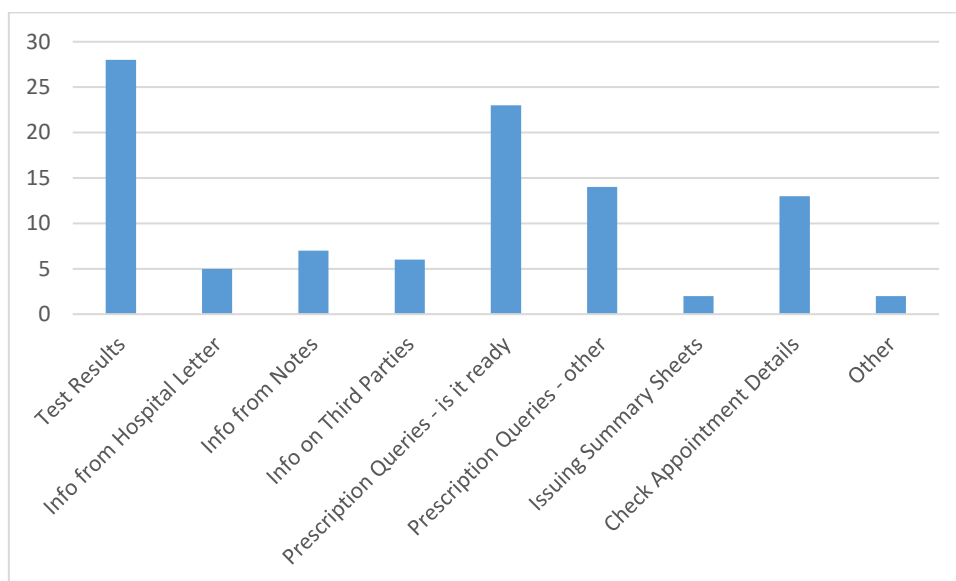
4. Appointment DNA Rates

The chart below shows annual DNA (did not attend) rates pre and post covid. The drop in patients failing to attend was considered and it was suggested perhaps patients feel face-to-face appointments are more valued given recent press coverage of appointment difficulties experienced in other areas.



5. Patient Contact Audit

A previous audit of patient contacts revealed that 36% of activity was completed by the admin team without any other intervention. Further data was collected to establish what types of contacts were being managed. The chart below shows the outcomes of 525 patient contacts collected over a week in December 2022.



The team discussed why the number of patients phoning to find out if their prescription was ready was high and thought often there were difficulties with collecting prescriptions out with the surgery, and that the patients needed reassurance their request had been received.

- **Action Point**
 - Explore the possibility of an acknowledgment when prescription has been ordered.

A video was shown of the Practice MDT including the Pharmacy Team and medication review processes and serial prescribing were explained and discussed.

One of the group asked about the role of the Practice OT, and it became clear that OT service is still thought of in the traditional sense.

- **Action Point**
 - Share MDT video to social media and waiting room

- Share information on the Practice OT role

6. Armed Forces and Veterans Recognition Scheme

Scottish Government in collaboration with NHS Scotland and the third sector are developing this scheme, to increase awareness in Scottish General Practices around the specific challenges that veterans and armed forces personnel and their families face. Once identified, there are many benefits to be had for the veterans, and so the Practice was keen to get involved.

With 240,000 veterans in Scotland, the Practice realise we don't have all our veteran patients identified – with only 20 of the expected 160 patients recorded as such.

Once identified we would like to offer a screening event for this group.

There can often be difficulties and delays in registering ex-military, and the Practice pledge there will be no delays to registering or treatment of this group. We have been liaising with Scottish Government to improve the registration process.

- **Action Point**

- Promote the scheme and the benefits of being identified as a veteran or military personnel.

7. Practice Access And Activity

The Practice clinical team changes and development were discussed.

A question on Scottish Government policy on face-to-face consultations had been raised previously and it was advised that they are very much encourage an open door approach and trying to increase access for all. It was asked if the Practice had seen any increase in list size as a result of the high ranking achieved in the recent survey and other practices not offering the same volume of appointments. It was agreed that there has been a rise in patient registrations.

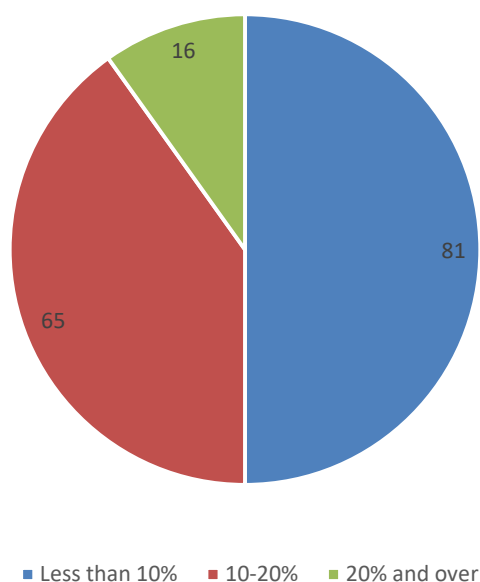
We actively promote our open door policy and have continued to offer screening programs and invite patients for their usual reviews, in addition

we have called those on medication for gastric reflux to attend for breath testing, and offered Warm Space Wednesdays to encourage patients in.

8. Health Check Events

Following the success of a drop-in screening event offered to patients aged 45 – 65 in January, another date was offered in February. 150 patients attended these events which offered lifestyle advice, urinalysis and blood testing. As a result we have identified a few patients with new diagnoses of diabetes and hypertension in patients who may not otherwise have attended.

Cardiovascular risks were scored as follows –



Cardiovascular Risk Scoring

- Less than 10% - Normal result
- Between 10% and 20% - Lifestyle and dietary changes recommended – you could consider starting statin therapy if you wish to discuss this, please contact the surgery to arrange a consultation
- Greater than 20% - Statin therapy is recommended as well as lifestyle and dietary changes

We discussed the popularity of the drop in events, and of inviting patients who would not otherwise have attended. The Group were asked if they felt there was an ongoing need for this type of event, which they did.

- **Action Point**
 - Offer at least one other drop in health check event

9. Preferred Pharmacy

79% of patients with a repeat prescription have given the Practice consent to have their preferred pharmacy to collect their prescriptions.

However every day numerous requests are made for prescriptions to be sent to different pharmacies to that they are coded for, which results in excessive workload and can result in mistakes being made and patient expectation not being met.

On discussion with the Group it was felt the poor service by some pharmacies was a contributing factor.

It was agreed the Practice would write to all patients with a preferred pharmacy recorded advising them which pharmacy we had on our system and give them the offer to change. Going forward an updated consent form would have to be completed for any change request.

- **Action Point**
 - All patients with preferred pharmacy to be contacted to ensure up-to-date information held

10. Any other Business

- Spring Covid Vaccination – to be offered to over75's, immune-suppressed patient, nursing home residents from March to June 2023. An autumn 2023 booster would be offered to the same groups as well the usual cohorts of high risk groups and healthcare workers.
- Community Treatment Centre – Nursing services including blood-letting, dressings, injections etc. are being offered at North Ayr Health Centre. Appointments available for Barns Patients on Wednesday and Thursday afternoons and booked via the surgery should patients find it more convenient for them to attend there.
- The team were thanked for their contributions which would be included in the Spring/Summer Newsletter and posted on our social media pages
- **Action Point**

- Create Spring/Summer 2023 Newsletter including tonight's discussions and post on our social media pages
- **Date of next meeting** – Tuesday 5th September 2023