

Woodstock Medical Practice
Patient Participation Group Meeting
Wednesday 7th December 2022
In Person Greyfriars Parish Church Hall

PPG Members Present:

[REDACTED]

[REDACTED]

[REDACTED]

Apologies:

[REDACTED]

1. Apologies

- Noted as above

2. Notes from the last meeting

- Looking to update previous minutes regarding the care opinion as was previously suggested this was not available to general practice. Advised [REDACTED] will be looking into this as there is a cost.
- No further changes to October meeting minutes – all approved.

3. Health Improvement Scotland (HIS) – [REDACTED]

- [REDACTED] gave a background regarding HIS and their role with working alongside PPG's. Believes that current PPG is beyond what she would bring to the group i.e. Terms of Reference, roles and development. Touched on diversity, children etc. within the group.
- Discussed the history of the PPG and practice over the last year and the importance of support. Idea of linking in with the school and pupils who are interested in a health care path such as S5 and S6 pupils. [REDACTED] proposed taking this information to the school to stir interest and encourage that pathway. [REDACTED] also expressed interest to be involved with this.
- [REDACTED] discussed what skills everyone within the PPG had and what they could bring to the table, how this is linked and what training is available. Idea of understanding the geographical catchment area and what type of services the practice can provide.
- Suggested for the practice to have an open day for patients to gain a better insight to the running of the practice. This would also spread the word of the PPG into the community and people would be able to gain a better insight of their role and what the expectations are alongside the importance of raising the profile of the PPG within the community so the wider patient population know that they have a voice.
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- **Touched on complaints and discussed the legal pathway for the practice and this does not fall under the role of the PPG.**
- **Discussed the positivity of the open relationship between the practice and the PPG and the concept of publishing feedback data in the waiting area i.e. 'you said, we did' and [REDACTED] also suggested the idea of having a notice board in the reception area dedicated to the PPG.**
- [REDACTED] suggested a PPG annual review newsletter to advertise what had been done over the year.
- **Everyone agreed the group was on the right track with the Terms of Reference.**
- **Diversity [REDACTED] discussed reaching out to minorities such as ethnic groups in Lanark and [REDACTED] suggested the idea of a care home representative. All agreed there are still 3 vacancies to be filled for patient representatives. [REDACTED] also said he would reach out to Healthy Valley's and CCI/Men's Shed. All agreed a post would be put together to advertise vacancies.**
- **Minutes: All in agreement that the current turnaround of minutes is not realistic and that it should be two weeks. All agreed there should be paper copies available in the practice for patients to read, also copies in the library and the Tolbooth – these will be monitored to see what the demand in to reduce printing/paper wastage**
- [REDACTED] advised she would leave PPG toolkits for the group to look at as well as adding the group to the PPG map.

4. Practice updates & discussion points:

- **Update from APM [REDACTED]: Update on the feedback form and showed the group a copy – available for patients from Thursday 8th December and this would be reviewed weekly. Also highlighted the rise of wastage of sample bottles due to patients not collecting these which can be upwards of 40 per week. Advised they needed to be disposed of in the clinical waste**

and the subsequent wastage in terms of cost and time. Discussed DNA appointments and these are pulled by the practice monthly who letter the patients. Advised happy to bring statistics to next meeting.

- **Update from [REDACTED]:** Discussed AMG's participation in a recent HIS cohort which focused on a data exercise around prescription queries. Looking to see what other methods patients can access prescriptions i.e. online services, front desk prescription box. Looking to explore all options available to reduce call numbers so other patients with non-prescription queries have a shorter waiting time. Advised this is a long term project which the wider practice team will take forward.
- **Recruitment:** Advised Mental Health Practitioner will be starting in Lanark in the New Year and is currently shadowing her colleagues in East Kilbride and Strathaven. Also in the final stages of employment for a clinical pharmacist. In addition to the ANP who will be joining in February 2023, the group have managed to secure a Nurse Consultant who in addition to delivering clinical services will be involved in leading and guiding the wider MDT and providing education and training.
 - i. Advised the Partners could not attend tonight's meeting as AMG have withdrawn their contract in Lockerbie, Moffat and Leadhills and a 6 months' notice period is required for this. [REDACTED] advised that this will allow for more dedicated time towards the Lanarkshire and Forth Valley sites, which is a positive aspect.

5. AOCB:

Clinicians are being advised to offer additional information when reviewing and commenting on results so that this can be shared with our patients by the administration staff and in due course will offer reassurances when awaiting follow up where this may be required. Close