

**Woodstock Lanark Patient Participation Group
Meeting Monday 22 November, 2021**

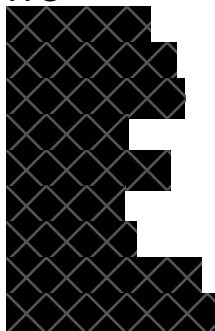
Minute

Present

Woodstock Medical Centre staff



PPG



NHS Lanarkshire



1. Introduction

██████ opened the meeting by suggesting that he would chair the meeting until 'terms of reference' were agreed and the subsequent election of Chair and Vice Chair and he would thereafter hand over the 'Chair' accordingly.

2. Terms of Reference

- a) Timing of meetings – in discussion, it was noted that making significant changes in the way general practice works – in all practices, invariably involved significant work around re-organising long-standing practices and often entailed changes to people's job descriptions, which would require some discussion and time. As such, it would be difficult to achieve significant progress month on month and rather, a quarterly or bi-monthly meeting may be more appropriate than monthly meetings. It was also noted that such meetings took time away from the practice staff being able to see patients/do other bits of work and this had to be considered. Following discussion, it was agreed that there would initially be bi-monthly meetings with the opportunity for the patient reps to meet in-between times if wished.
- b) Expenses – There was a request that incidental expenses be available to the PPG patient reps. ██████ would pick this up with the local Health & Social Care Forum.
- c) Votes for Chair – ██████ was elected as Chair and ██████ as Vice – Chair.

3. Practice Update

- a) ██████ ran through a range of updates re questions raised at the initial meeting and of some further queries raised since then. This included a report on the increased numbers of doctors available to the practice population; revisions to the repeat prescribing process; additional activity each day/week; access to waiting area and arrangements in place to ensure nobody who may be described as 'infirm' has any extended wait outwith the building; and ongoing Infection, prevention and control measure in place to ensure safety of patients and staff alike.

4. Newsletter/Communications

- a) The importance of effective communications with the practice population was noted and some discussion re the most appropriate forms of communication discussed. These included production of a newsletter; information on the practice website; use of other forms of communication and also the inclusion of a 'Q&A' which summarised some of the main areas of enquiry and the associated response/rationale behind systems in play. [redacted] highlighted that this needed to be proportionate and also recognised some very challenging scenarios Scotland-wide where GPs were literally left in tears as a result of anonymous comments on social media.
- b) The 'Group also identified that it would be useful to include details of additional staff appointments; the names of the extra doctors now available; and provide ongoing updates re changes to staff in the practice.
- c) [redacted] shared a schematic of an 'iceberg' which helped demonstrate the huge amount of work done by practice staff which is, in the main, unseen by the general public. It was agreed that this could be included in the newsletter.
- d) Consider new mechanisms for future newsletter formats e.g. Microsoft Sway.

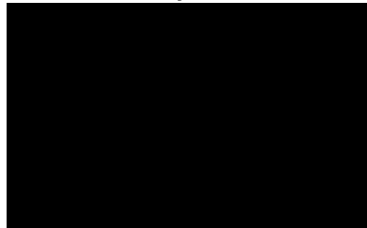
5. Agenda Items for Next Meeting

- a) Update on Replacement Telephone System

6. Date of Next Meeting - tbc

Minute of Meeting held on 22 November 2021 agreed by members

6 May 2022



Chairperson