

21st June 2023

Meeting Room, Woodstock Medical Centre

18:30-20:00

Present

Clare Baxter – Assistant PM, Woodstock Medical Centre

Leanne Wales – Regional Manager, Alba Medical Group (Lanarkshire)

Lisa Johnston – Group Operations Director, Alba Medical Group

Lesley Barrie – Nurse Consultant, Woodstock Medical Centre

David Inglis – Primary Care Improvement and Development Manager, NHSL

Eleanor McLean – Patient representative

Neil Campbell – Patient representative

Hazel Kay – Patient representative

Leonard Gray – Patient representative

Colin Angus – Patient representative

Apologies

Craig Cunningham, Head of Commissioning and Performance, NHS Lanarkshire

Dr Rameshwer Lal – GP Partner, Alba Medical Group

Dr Usman Rehman – GP Partner, Alba Medical Group

Alistair Mackintosh – Primary Care Manager, NHS Lanarkshire

Elizabeth Forbes – Patient representative

Mary Ann Patrick – Patient representative

Irene Donnelly - Patient representative

Apologies and attendees noted.

Eleanor Mclean interim chair - voted in. First and seconded by Neil Campbell and Colin Angus.
All in agreement.

Notes of previous meeting

Colin proposed and Hazel seconded minutes – approved.

Hazel will approach the pharmacies and the supermarkets to see if will be acceptable for them to allow distribution of the newsletter/minutes from their premises. From July's issue.

Double sided to save paper to save on paper and time stapling. From July's issue.

Queue Concern

Raised by Colin regarding inclement weather and winter planning.

Leanne Wales highlighted the comparison between winter weather and summer weather as there is no 'warm weather' policy. If patients arrive by car, then patient can stay in their car. The practice is not asking patients to stand in the snow and rain. Discussions around the phone lines. Newsletter to discourage standing and queuing outside the practice – on newsletter no priority for appointments by queuing outside.

Practice updates

Clare explained the reasons for what the emergency calls are and the requirement behind this. Message was on the phones twice in two weeks due to a shortage of clinical cover and the message was put on for staff and patient safety. Review of phone message which details reason for message i.e. shortage in clinical cover etc. which Clare will action for more effective communication. Make PPG aware of critical cover days as well.

Lesley explained the clinical reasons for what the reason behind the message. Eleanor asked if the Patient Administrators are 111 trained which the practice stated they are not. Ongoing review of staff training in practice.

Patients to take accountability for what is and is not an emergency – educate the public as to what is and is not an emergency and what is routine.

Patient administrators basic sign posting and the practice will establish training for more in depth signposting which the practice will get planned in.

List of what is deemed an emergency: new onset symptoms, infections of any type, any sick children or babies, new lumps, swelling, testicular pain, fever for over 48 hours, mental health emergency, new to patient which is of a concern or something that is not resolving. Urgent on the day. Add to future newsletter.

David Inglis – emergency message not unique to Lanark – adopted by other practices.

Results calls – Clare explained the new process whereby patient administrators contact the patient directly to pre-book a telephone consultation with a clinician. If the staff member cannot reach a patient within 3 attempts, then a letter will be sent advising the patient of their appointment date. Lesley discussed the new results system for clinical continuity for patients – reducing unnecessary appointments. Discussion around long term drugs and how we facilitate this, discussed recalls and lists.

Minor injuries – where to go/be directed for minor injuries. Treatment room see burns, stiches, ulcer, weeping leg. Chronic issue GP first – then referred on. Simple burn or blister directed to the pharmacy – refer on if unable to deal with. Stiches, wounds, wounds to the eye directed to A&E for minor injuries in A&E for these issues. Idea for newsletter. Practice takes calls from local pharmacies and treatment room which is passed on to the GP. Ideas for newsletter.

Newsletter – positive feedback from everyone around the establishment of the newsletter and information provided. Positive feedback for Sharon (Patient Administrator) which will be passed on by Clare.

Other

Noted Janet Meechan's (Practice Manager) resignation, acknowledged her hard work and contribution and gave thanks for her time in the practice.

How to guides – i.e. tick removal. Patients being responsible for their health and look out for symptoms seeking help. Realistic medicine – palliative, care of the elderly, care homes, frail patients.

Important to feedback positive feedback to staff.

PPG meeting on 28th June to discuss recruitment of new PPG members – discuss scoring and criteria.

Frequency of PPG meetings – review once the new members have been elected.

NHS Lanarkshire update: Internal discussions around winter planning have commenced. The format is not yet inveterate, but hopeful it will mirror the processes taken during the 2022 winter campaign.

Lisa update – successfully tendered Coatbank Medical Practice in Coatbridge as of the 1st July 2023. Neil asked about Mari McAllan visit, positive feedback around new and improved services – complaints have been reduced in office.

Meeting ended 19:55

Next meeting 30th August 2023