

**Patient Participation Group Meeting
Wednesday 26th April 2023, 6.30pm
Woodstock Medical Centre**

PPG Members Present:

Patient representatives:

Eleanor McLean, acting interim Chair
Neil Campbell
Colin Angus
Liz Forbes
Leonard Gray

Practice representatives:

Dr Usman Rehman, Partner
Dr Rameshwer Lal, Partner
Lisa Johnston, Group Operations Director
Leanne Wales, Regional Manager
Clare Baxter, Assistant Practice Manager
Lesley Barrie, Nurse Consultant, Woodstock Medical Centre
Dr Mohammed Raza, Locum GP, Woodstock Medical Centre
Alistair MacKintosh, Primary Care Manager, NHS Lanarkshire

Apologies:

Craig Cunningham, NHS Lanarkshire
David Inglis, Primary Care Improvement & Development Manager, NHS Lanarkshire
Janet Meechan, Practice Manager
Mary Ann Patrick, Patient rep
Hazel Kay, Patient rep
Irene Donnelly, Vice Chair

1. Welcome from the Chair

- Introduction was made by Eleanor McLean, acting this evening as interim Chair in light of Chair's recent resignation, and Vice Chair sending apologies
- Apologies as noted above

2. Notes from the last meeting

- Update provided about recruitment of new members to the PPG. Colin and Liz both advised they will follow up with young people – cadets etc. Lesley suggested the idea of young carers being part of the group. Also looking to reach out to Healthy Valleys, Universal Connections and South Lanarkshire Carers – Eleanor will FU about this.
- No further changes to March meeting minutes – all approved.

3. Resignation of Chairperson

- The interim chair acknowledged the recent resignation submitted by Bryan Kerr from the position of Chair of the PPG. The interim Chair offered thanks to Bryan for his commitment and dedication in supporting the establishment of the PPG., noting his loss to the Group, and wished Bryan well for his future endeavours. The interim chair highlighted that there was now vacancy for Chair and this and other matters relating to recruitment of patient representation on the Group would be discussed at the next patient meeting to be held later in May.

4. PPG website

- Names of the patient members to be added to the website.
- Woodstock PPG email address to be removed.
- Idea of a minute secretary which will be reviewed at the next patient meeting.
- Minutes to be approved, uploaded and distribute within one month.
- PPG noticeboard in waiting area of Woodstock Medical Centre – PPG to speak with Clare with what type of information will go up. Clare to review monthly.
- Social media pages were discussed as a mechanism for the PPG, this would be investigated. Current distribution of minutes will 17tcontinue minutes across community sites.
- Clare will coincide monthly newsletter with PPG monthly meetings for distribution.

5. Other matters arising

- Sexual health information updated on practice website and further information will be included in future newsletters.
- 'MOT for over 70s' – practice does not have the capacity to offer this service currently as it continues to focus on recovery of services. There is potential for this to be considered at a later stage.
- Community Link Worker (social prescriber) based in the practice every Monday and can assist with personal, social, emotional and financial issues. This is a referral only services from the clinical team at Woodstock, it is not possible for patients to book directly.

6. Introduction of new staff members

- Dr Raza introduced himself as a long term locum GP who has worked at the practice for 3 years.
- Lesley Barrie introduced herself as Nurse Consultant and has been working at the practice for the last 12 weeks. Has a nursing background of 25 years and has worked in chronic disease management and has been an Advanced Nurse Practitioner (ANP) for the last 7 years. Is here to lead the multi-disciplinary team (MDT) in the practice along with working in the unscheduled care team (UCT) and other clinical list. Lesley also explained what triage is and is a variety of telephone,

face to face, on the day appointments and the 'overspill' thereafter. Lesley also explained the role of the MDT which Clare will include in next month's newsletter.

7. Practice Update

- Clare spoke about the practice newsletter and advised this will be issued once a month featuring practice updates, useful information and community matters. This will be displayed on our website, paper copies available to pick up from the practice and Hazel will distribute printed copies throughout Lanark.
- Clare also highlighted the practice was looking to implement SMS messaging so there will be a drive over the next few months for patients to update all their information as well as opt in for SMS messaging.

8. ACOB

- Terms of reference to be reviewed.
- Reminder for patients the practice processes prescriptions within 48 hours (excluding weekends and bank holidays) however this does not include the time it takes for the pharmacy to process – separate. There will be a continued drive for online prescription update, however known national issue at the moment.

Close of meeting 20:15. Next meeting Wednesday 21st June 2023.