

Woodstock Medical Practice
 Patient Participation Group Meeting
 Wednesday 8th March 2023
 In Person Surgery

PPG Members Present:

Neil Campbell
 Colin Angus
 Hazel Kay
 Liz Forbes
 Leonard Gray
 Leanne Wales, Regional Manager
 Lisa Johnston, Group Operations Director
 Dr Rameshwer Lal, Partner
 Irene Donnelly

Apologies:

Dr Usman Rehman, Partner
 Bryan Kerr, Chair, PPG
 Mary Ann Patrick
 Eleanor McLean
 Janet Meechan, Practice Manager
 Tracey Forrest, Operations Manager
 Craig Cunningham, NHS Lanarkshire
 Alistair MacKintosh, NHS Lanarkshire
 Clare Baxter, Assistant Practice Manager
 David Inglis, Primary Care Improvement & Development Manager, NHS Lanarkshire

Actions	Who	By
Contact Grammar to arrange a visit to speak to S5s and S6s for their input in terms of how the services are working for them	Colin Angus	30/03/2023
Contact Air Cadets as a route to get input from young people	Liz Forbes	30/03/2023
Meeting for the PPG members starts from March – BI monthly and last Wednesday of the month –Hazel sending confirmation to the group	Hazel	Complete
Share change to last minutes for the December meeting and get final version back to the surgery to post	Hazel / Irene	10/03/23
Discuss PPG webpage approach at the next patient meeting for ideas to take back to the surgery	All patient members	29/03/23
Printing and having minutes in other community sites – discuss at the next patient meeting	All patient members	29/03/23
Surgery to check Sexual Health Clinic provisions for Lanark and revert, and agree how this can be highlighted on their webpages to direct patients		

Surgery to review what info they can gather on maps or service provision summaries to share or link to from their webpages		
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1. Minutes from the last meeting

- No changes to minutes

2. Matters Arising

- Suggestion from before to visit Lanark grammar to engage young people. LZ mentioned the cadets may also be good forum. Actions agreed to move this forward this month and make contact with organisations to progress engagement.
- Dates and frequency of meetings already agreed for 2023 and 2024 and in the diary – A discussion arose to check if everyone is now comfortable the meeting will be held the last Wednesday of the month Bi Monthly. Feb, April, June, Aug, Oct, Dec, with any adjustments will be made for national or local holiday dates. Everyone agreed this is the best way forward and Lisa reconfirmed meetings are in the dairy for the coming year.
- Discussion on the need for the PPG member to meet out-with the meeting with the surgery. Agreement to hold a bi monthly meet on the alternative months from the PPG meeting with the surgery, allowing PPG members to better collaborate on concerns they are hearing, identify themes, and organise themselves with allocation of any tasks and activities agreed in the PPG Meetings.
- The query of how patients make contact for getting results from the surgery was brought up. The surgery confirmed patients do not need to wait in the morning phone line and can call after 10am to make arrangements to get results or arrange a doctor's appointment if a doctor needs to follow up on bloods.
- Discussion on how we ensure actions and minutes are shared out in a timely fashion and get some momentum for this. Agreement reached that we can ensure at latest that by the bi monthly patient members meeting that minutes are approved and send back to the surgery for publishing.
- Question asked on how the Webpage is governed and updated, and does this sit with the surgery. I.e. only they have access to update it. Agreement to take forward how we get a plan together for keeping the webpage for the PPG updated and current along with the notice boards for the PPG.

- Getting the minutes to other community sites for community access is crucial to support engagement for those that cannot get online. Further discussions needed to agree how and when we can implement this and who we need to make contact with in the various sites to agree this.
- It was confirmed that patients have been told by the treatment room that the Sexual Health Clinic nurses are not coming to Lanark Health Centre at the moment, and that patients seem to be struggling to get a hold of a person to help on the phone line and cannot get local appointments. The surgery agreed to look into this to confirm how this provision of service is being managed for Lanark.
- A further discussion then arose on how we ensure the right information is shared by patient navigators on the various service provisions and how to access them and how we can do more to share information online on the surgery pages of the wider service provisions.
 - This can help reduce calls coming into the surgery if patients can see regular updates and see a map of service provisions, and if changes arise that these service provisions changes are highlighted.
 - This will support patients with being able to manage their wellbeing and access the appropriate services efficiently.
- Adjoining practices in the area are known for offer over 70s MOTs every year - is this available for patients over 70 in Lanark? Dr Lal advised that this service is not available in practice currently.
- Lisa asked where we are with the getting a link worker for the surgery. Historically, the practice had a CLW, but services ceased at the end of 2022 as the team member had moved on. At the date of the meeting the practice awaits to be allocated a Community Link Worker by Lanarkshire Primary Care Improvement Team.
- A query was raised about when samples need to be submitted to ensure they are sent on for testing and not wasted and needed to be resubmitted.

The practice confirmed that these require to be handed in no later than 12.30pm to allow for recording, processing prior to uplift for onward journey to Labs.

3. Practice updates & discussion points:

Wastage in practice

The practice continues to monitor ongoing wastage around uncollected sample bottles, prescriptions and letters. We will look to collate this information into meaningful data i.e. what this means in staff time and what other work could have been undertaken in the time wasted.

Did Not Attend reporting

Previous quarter saw 33 patients failing to attend for in person appointments.

30% were missed Practice Nurse appointments with the remaining 70% for Healthcare Support Worker.

Given the size of the practice, we see this as positive and reassuring whilst we finalise our transition into F2F consultations. It is key that we continue to encourage and thank those patients who have attended the practice for booked appointments.

Feedback Forms

Whilst the feedback and suggestion box is in place, we feel that the signposting of this could be better.

Considerations to move it closer to the front desk and have available pens and forms for patients

The practice reported positive feedback from other channels into the practice; cards of thanks, positive feedback when engaging with the practice both via email and verbally

Unscheduled Care Team

The Unscheduled Care Team (UCT) which is now in place supports the wider practice team to manage the acute "on the day" needs of our patients. The team will look to assess the overall clinical workload and ensure patients are being seen by the most appropriate member of the multidisciplinary team or referred onto other healthcare professionals' dependent upon their clinical need.

PPG members were offered a tour of the newly set up UCT Hub.

- **Lisa asked consideration for texting patients to confirm if they need to call and speak to a doctor about their results. On the day demand is outstripping acute demand at the moment.**

- **Recruitment**

Since the previous PPG meeting, we have welcomed a Nurse Consultant and Advanced Nurse Practitioner, with a General Practice Clinical Pharmacist starting in March and a further Advanced Nurse Practitioner joining early April 2023.

The wider practice team is further complemented by 4 new administrative staff members who are settling into their roles well.

4. Review of the ToR and minutes from the last meeting

- Confirmation that the message in the last meeting that all doctors appointments were to move to face to face appoints from 9th January was missing from the practice update in the last minutes
 - For various reasons the surgery have been unable to execute this fully
 - More to follow on update on all appointments being face to face at the next meeting and updates on this will be added to the surgery webpages.
- Minutes approved for publication on the PPG page.

5. AOCB:

- Agree patient's committee should meet every other month to collaborate and finalise minutes.
- **Query on how long it takes to review a complaint**
 - **Response: depends on the issue but should have acknowledge in 3 working days and then 20 working days a letter**
- **Summary of the approach to patients getting appointment and acute team that help make decisions to get appointments.**
- Confirmation that 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