

**MINUTES OF PPG MEETING HELD ON 25th January 2022 12 -1pm (Online meeting)**

Present: Lawson Rennie, Diana Hamilton, Andrea Hynes-Whalley, Mac McCaskill, Colin Hay, Helen Doig, Dr L Zheng.

**Apologies**: Elizabeth McKenzie, Chris Cunningham.

**Minutes from November 2021 meeting**

BP Pod – NHS Fife Estates Department have scheduled work to commence on 9/02/2022 for re-installing the BP Pod in Dalgety Bay Surgery. Hopefully the Pod will be operational by March. TBC at February PPG meeting.

A Day in the Life of a GP article – This article is to be shared in local community newsletters.

**Appointment planning – Dr Zheng**

Dr Zheng joined the group to discuss how patients’ appointments could be provided going forward. Patients requiring urgent GP care on the day are currently triaged initially and a face to face appointment is offered if clinically necessary. Patients can also book a routine telephone appointment slot several weeks in advance. An appointment system using a mixed model of telephone triage appointment slots and face to face appointment for booking routine appointments may be considered. However, this may mean that waiting times for routine face to face appointments could be longer than pre-pandemic times.( 5 to 6 weeks). Dr Zheng would like the PPG to forward any thoughts they have on improving the appointment system. Factors such as keeping vulnerable patients and staff safe, infection control measures, wearing PPE and social distancing must be observed when seeing patients face to face and this may affect the numbers of face to face appointments offered. Some patients are feeling they are “not getting what they want nor getting what they need” from the current appointment system. Some patients are still reluctant to attend the practice due to the fear of contracting Covid-19. The Group feel the GPs need to agree on an appointment booking system and work to the same protocol to give patients a clear understanding of how a proposed new appointment system will work.

**PPG going forward – All**

This will be discussed at a future meeting due to timing constraints.

**Covid-19 and Flu Vaccinations**

The practice continues to receive large volumes of notifications of patients who have tested positive for Covid by PCR, for recording in clinical records.

Patients who test positive on a lateral flow test no longer require a PCR test and must follow isolation guidelines.

**Practice Update**

Workload Statistics

Period covering 01/01/22 – 25/01/22

GP patient contacts - 2249

HCA patient contacts - 623

Nurses contacts - 776

ANP patient contacts - 269

Cluster Pharmacist contacts - 204

Cluster Pharmacist sessions reduced from 12 to 7 per week due to staffing shortage.

243 patients did not answer phone calls from GPs for pre-planned telephone appointments. Andrea highlighted it is difficult to wait by a phone for several hours and a time window would be very helpful for patients. This will be discussed at a GP meeting.

2 new receptionists have joined the practice at Dalgety Bay. Several members of staff are isolating, some working from home.

Dr Thornton and Dr Foy will complete their GP Training on the 31/01/22 and 31/03/22 respectively.

Dr McArthur will continue working in the practice indefinitely.

Dr Arthur will commence maternity leave on 14/03/22. Dr McSheaffrey will cover her maternity leave.

Dr Morris will return from maternity leave on 17/03/22.

**AOB**

The group discussed re-issuing the Signposting leaflet to remind patients of the other healthcare services available within our community, in addition to GP practice. Diana will forward an updated version to the PPG to share.

Helen discussed with the group a prescription service based in England that will deliver prescriptions monthly, free of charge. Diana advised that local pharmacies in our area will provide this service free of charge after prior discussion with them.

Due to a change of job Andrea is no longer available to meet on Tuesday lunchtime. The group kindly agreed to change meeting day to a Thursday.

The next PPG meeting will be on Thursday 24th February, 12 noon via Teams.