

**PPG meeting held on 25th August 2022 12 -1pm (Online meeting)**

Present: Diana Hamilton, Lawson Rennie, Helen Doig, Andrea Hynes-Whalley, Elizabeth McKenzie, Mac McCaskill, Colin Hay.

**Apologies**: Mac McCaskill, Chris Cunningham.

**Minutes from June meeting**

BP Pod - The BP pod has not been connected to the IT network as yet as the company is still in the process of completing NHS Fife security documentation. Diana will gather information from users of BP pods in other health board areas to possibly help speed up this process.

IT Update - The scheduled computer update went very well and notices put out on social media via the PPG were helpful in informing patients how to access care during the computer downtime. Patients were all very understanding on the day and all manual patients notes were updated electronically soon after the upgrade. Practice staff worked very hard in delivering a limited service and met the needs of the community.

Time keeping policy- No issues have arisen so far with new policy when patients are 10 minutes or more later for appointment.

**Face to face GP appointments**

Appointments will be available to book from1st September 2022 as planned. The appointment system is being monitored and will be reviewed in October 2022, and improvements will be applied where required. The waiting time for a routine face to face appointment is approximately 6 weeks.

**Practice Update**

NHS Fife will be administrating the vaccination service going forward, including travel. The Fife fit for travel website has more information. Patients can also call 0800 224488). Some pharmacies are also able to provide travel vaccines.

The uptake for a recent virtual group consultation for chronic disease management was not as good as expected. One meeting had to be cancelled due to lack of interest.

Dr Donaldson will be running an online patient engagement event covering Menopause management on Wednesday 7th September at 6.30p.m. for age group 45 to 55, by invitation only.

Records Scanning

Patients’ paper records will be scanned their electronic records to make a complete set of electronic patient records. This service will be organised by NHS Fife. Any physical space freed up in the practice premises will be converted into additional consulting rooms for patient services.

Staffing - There have been some changes in both Inverkeithing and Dalgety Bay admin staff due to retirements. Job advertisements are being published to replace these members of staff. The 3 existing locum GPs will be employed as permanent staff from 1st October 2022.

NHS Fife has agreed to purchase a telephone queuing system module when funds become available.

IMG have purchased a second Doppler machine for Inverkeithing for checking vascular flows on patients. One is already in use at Dalgety Bay.

The Spirometry service will re-commence in the practice after new safety filters have been procured. No date as yet for minor surgery service to return.

Practice staff will have a staff training day on Monday 3rd October 2022.(local holiday) The practice will closed on this day. Patients requiring medical care that cannot wait until the practice re-opens are advised to call 111.

Workload Statistics 15/07/22 to 15/08/22

2870 GP consultations

395 ANP consultations

699 HCA appointments

1156 nurse appointments

671 Pharmacy consultations

299 DNAs

17579 repeat prescriptions

6304 acute prescriptions

146 serial prescriptions processed

The PPG would like to work on reducing the high numbers of DNA.

**AOB**

Elizabeth shared with the group about an appointment experience. She expected to receive a full service but this was only partially received. Apparently, due to illness of the regular clinician, the relief clinician could not complete the full service. Patients will be allocated new appointments to see the appropriate clinician.

The next PPG meeting will be on Thursday 29th September 2022 at noon.