

**PPG meeting held on 26th January 2023 12 -1pm (Online meeting)**

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

**Apologies**: Chris Cunningham.

**Minutes from December meeting**

BP Pod - Plans to have the BP Pod installed on the practice network are advancing and now going through, what would be the final security checks by NHS Fife, before installation of the Pod. Diana is preparing notices for the launch of the BP pod for patients.

DNA - Diana is publicising DNA number in the local community newsletters. There has been an excellent response from the patient community and DNA rates have decreased for the month of January to 286.

New Clinical software - NHS Fife are in the process of procuring new clinical software for practices in Fife. Provisional timescales released is summer of 2023. Compatibility of existing software with the new clinical software is being explored. Staff training will be organised by NHS Fife. It is envisaged that the Easter bank holiday could be used for initial staff training.

**Phonelines**

Patients have been commenting on social media about difficulties phoning into the surgery. Mornings are the busiest time to call in with on average of 400 calls between 8am and 12 noon, dealt with by Reception Staff. The practice is working with NHS Fife to secure a phone queuing module which would inform callers of their place in the phone queue. The existing practice phone system can display the number of callers waiting to be connected. Other information that can be accessed by the practice include the number of calls coming into the practice, the telephone number of the caller trying to get through and the number of attempts made by individual callers.

**Patient Feedback to PPG**

A patient discussed with Colin, their frustration at being unable to book a follow up appointment for next month due to lack of trained staff present to plan the diary. Diana explained that 4 members of staff are trained to arrange the advanced diary. Staffs leave, sickness and bereavement absences contributed to reduced planning at that time.

Mac discussed how a patient was unable to book an appointment more than 4 weeks in advance. Diana explained that the practice have reduced advanced booking from 6 weeks to 4 weeks. This was to allow for any changes in staffing and to minimise disruption to patient appointments.

Diana mentioned that on occasions, some patients tend to refuse several routine appointments offered to them.They then request an urgent appointment for a non-urgent issue. Understanding of the appointment system by patients will ensure appropriate appointments can be allocated to each patient on a needs basis.

The group discussed how the local Pharmacies are coping with patient enquires as an alternative to seeing GP for minor ailments. Diana explained that some locum pharmacists may ask patients to go and seek a GP’s opinion which increases practice workload.

**Practice Update**

Building work is underway at Dalgety Bay to create more consultation space. Work at Inverkeithing will commence very soon. Some staff will be relocated whilst building alterations are in progress.

A new ANP from NHS Fife will be starting with the practice on Monday 30th January.

Minor Surgery Clinics are now operational again in the surgery. These clinics will be on Fridays at 7.30am. The practice is currently dealing with a backlog of patients on the waiting list. Patients will be contacted and offered an appointment.

Diabetic foot screening clinics are restarting again and provided by Cluster staff. Appointments will be by invitation.

A new practice nurse started on 9th January. Her work with include dealing with chronic diseases and cervical cytology.

The practice plans to expand virtual group consultation clinics into chronic disease areas.

The practice will exercise its Zero Tolerance Policy as and when necessary to anyone who is aggressive towards staff.

Workload Statistics 20/12/22 to 20/01/23 (excludes 4 bank holidays closures over Christmas and New Year and weekends)

3550 GP consultations

123 ANP consultations

722 HCA appointments

1246 nurse appointments

763 Pharmacy consultations

286 DNAs

80% of patients who cancelled their appointments did this by text.

**AOB**

The next PPG meeting will be on Thursday 23rd February 2023 at noon via Teams.