

**PPG meeting held on 30th June 2022 12 -1pm (Online meeting)**

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

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

**Minutes from May meeting**

BP Pod – NHS Fife and IMG have completed all work required for the BP Pod. Ongoing data protection / cyber security rules are preventing the network from gaining access to patient data. The company is continuing work to rectify this issue and Diana is keeping in close touch with them.

Pre-booked routine face to face appointments are still scheduled to commence on Thursday 1st September. The new appointments system will be monitored and reviewed regularly and changes

made as/when necessary.

**Patient Hospital Results**

Andrea asked Diana what the procedure is for obtaining results from hospital tests and scans which are sent back to GP. Hospital send results back to surgery and a GP is allocated on a daily basis to check results. If no further action is required the results are filed in the patient’s notes. If action is required e.g. follow up appointment or change in medication, the patient will be contacted by the practice.

**Practice Update**

Workload Statistics

IT issues with EMIS so not all figures are available.

May 2022 – Prescription items processed:

19394 repeat prescriptions

7252 acute prescriptions

155 patients added to serial prescription system

On 16 and 17th August 2022 the practice IT system will undergo a major upgrade. Planning for this process has already started. Read only access to patients’ records will be available and therefore the practice will be running an emergency triage service only during the computer downtime and patients will be seen face to face if clinically merited. Only urgent house calls will be carried out. Patients are asked to ensure that have adequate repeat medication during computer downtime.

Staff will be working extra hours to help make this transitional period go as smoothly as possible.

The Practice will be advertising the dates of the computer upgrade to patients.

The practice asks patients to be understanding of the change of service during this time.

A policy is in place regarding appointment time keeping. Patients arriving 10 minutes late after their appointment time may not be seen by a clinician and will be asked to rebook a new appointment.

Dr Thompson has left after many years with the practice. Everyone wished her well in the future and thanked her for all her hard work and dedication over the years.

June Simpson who has been a HCA with the practice for 16 years is now retiring. We wish her well in her retirement and thank her for all her hard work with the practice.

A new trainee GP will be joining the practice in August.

**AOB**

The next PPG meeting will be on Thursday 4th August 2022 at noon.