

**PPG meeting held on 28th April 2022 12 -1pm (Online meeting)**

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

**Apologies**: Chris Cunningham.

**Minutes from March meeting**

BP Pod - Clinical Governance and Cyber issues need to be resolved by NHS Fife before the Pod can be used by patients. The Practice is awaiting an update from NHS Fife.

Easter Holiday pre-booked clinics feedback - Clinics went well, 5 DNAs for the Smear clinic which was not expected as these appointments were pre-booked less than one week before the appointment date and time. More clinics scheduled on future bank holidays to help reduce waiting list.

Civic Centre member of public accident – This incident was referred to clinician who advised at time that the best course of action was to call the ambulance service.

**Virtual Group Consultations – Claire Paterson (Facilitator) / Irene Scott (Practice Nurse)**

Group consultation appointments will re-commence on 24th May 2022. Initially, these appointments will be held virtually. Irene discussed the success of patient group consultations prior to lockdown. She advised that additional training was undertaken by GPs, nurses and facilitators for group consultations. Patients will have the opportunity to discuss life style advice, how to better manage their condition; have one to one consults from a clinician and support from fellow patients. Confidentiality of handling patient information will be reinforced at the group consultation appointments. Feedback from previous group consultation appointments showed patients felt they learned from shared experiences with 97% feeling positive about their self-management after attending.

More patient group consultations are being arranged for other clinical areas requiring support. Hopefully these will be run fortnightly.

Diana thanked Irene and Clair for their hard working establishing and delivering the group consultations.

**Pharmacy Advice Service- Andrea**

Andrea shared with the group a recent experience asking the local pharmacy for advice with medication. The experience was quite negative and contradicted the recommendations of using the right service at the right time policy. Andrea will contact the pharmacy directly to discuss the incident to ensure other patients will not endure the same experience and having to attend a preventable GP appointment. Andrea will email the details to Diana.

**Covid-19 / Appointment updates**

The practice team will meet on 2nd May 2022 to finalise prospective changes in the practice appointment system. This information will be shared with the PPG when ready as well as in the local community newspapers. Online appointment bookings are still not available due to Government guidance.

Covid and PPE restrictions are still in place for all practices in Scotland. Social distancing and precautions will continue for the foreseeable future. Masks are encouraged for protection of vulnerable patients. Colin discussed the difficulties of trying to open up appointments with Covid guidance and felt there are no easy solutions.

Clinical and non clinical staff have to isolate when tested positive for Covid which makes managing patient workload difficult

**Practice Update**

Workload Statistics

Period covering 25/03/22 - 25/04/22

Patient Contacts:

GPs -3131

Health Care Assistants -930

Practice Nurses -981

Advanced Nurse Practitioner -440 (1 cluster ANP currently on sick leave.)

Patients who did not attend their face to face appointments or answered the telephone

when the triage clinician called back -319

Acute prescriptions items dispensed -7296

Repeat prescriptions items dispensed -19196

Serial prescriptions -183

Two treatment room nurses have left the practice.

The practice will soon be welcoming a new full time nurse who will offer a treatment room service to patients.

Patients can cancel their appointments by 3 methods, email, phone and text.

The staff will be running cervical smear clinics weekly to help reduce the backlog of patients waiting.

GPs will be seeing patients for pre booked appointments on May Bank holiday.

**AOB**

Colin discussed the format of documents sent to the PPG members to share on social media platforms. It is not possible to share the information directly without changing the original document. Helen recommended an app that can help convert the document.

Helen asked Diana if patients who undergo an annual MOT checkup can have their “good results” on hard copy. Diana said the practice will normally contact the patient if their results required an action.

Helen asked for practice updates to be sent for publication for the Keithing online and local town notice boards.

The next PPG meeting will be on Thursday 26th May 2022 at noon.