

**PPG meeting held on 29th June 2023 12 -1pm (Online meeting)**

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

**Apologies**: Colin Hay

**Minutes from May meeting**

Building Update – Dalgety Bay works are now completed and in use. Work has completed in Inverkeithing with final adjustments being made, all areas completely useable.

BP POD trial - A trial of 50 patients will be run using offline protocols.

**Patient comments**

Phones – Mac discussed with the group some social media feedback about the current phoneline system and how unhappy they were using it. Currently Fife NHS does not have a queuing facility on their phone system. Some other practices in Fife are using a phone system with a queuing facility. Others are considering changing to the NHS Fife system. The practice has reduced the length of the GP message at the start of the call from 90 seconds to 9 seconds before a caller is placed in the phone queue. Mac asked if practice would publish an article to the community to explain how the phone system works.

Appointments – Some patients believe they are not permitted to come into reception to book appointments with desk staff. Diana confirmed this is not the case and patients can attend either reception to speak to reception staff to book appointments as well as contact the practice by phone.

**Consultation Figures for the period – None available at time of meeting**

**Practice Update**

DNAs (Did Not Attend) numbers are continually increasing. The practice issued 5 DNA letters to patients who have repeatedly missed appointments. Patient demand has increased to 3 times of pre covid workload. DNA’s for smear appointments are still very high. A Smear appointment take s 20 mins and this time is lost when patients do not cancel appointments they no longer need.

Four clinics had to be cancelled due to staff illness from NHS Fife community treatment room service. This had a knock on effect for future appointment demand as well as administration time in contacting patients to cancel and rebook appointments.

A full time advanced nursed practitioner ANP had been employed by the practice.

A new mental health nurse will be with IMG 3 days a week.

Dr Morris is now on maternity leave and a locum is now covering her sessions.

2 receptionists have left the practice and their replacement starts employment on 1st July 2023.

**AOB**

The next PPG meeting will be in person on Thursday 3rd August 2023 6pm at Inverkeithing Medical Practice. The group will have a tour of recent improvements to the building.