

**PPG meeting held on 26th May 2022 12 -1pm (Online meeting)**

Present: Diana Hamilton, Andrea Hynes-Whalley, Elizabeth McKenzie, Mac McCaskill, Colin Hay, Dr Zheng.

**Apologies**: Lawson Rennie, Helen Doig, Chris Cunningham.

**Minutes from April meeting**

BP Pod – Still awaiting data security clearance from NHS Fife. Once clearance has been given the network will be opened for use.

Virtual Group Consultations – Positive experience was reported back by patients participating in the first group run online. One area of feedback has been addressed and a more informative letter will be sent out in future to patients participating. An instruction sheet on how to use the Teams platform will be devised. A second group consultation has been scheduled. Further VGCs in other chronic diseases e.g. asthma will be considered. Practice staff felt this is a way forward in supporting patients.

**Change Patient Appointment Structure – Dr Zheng**

The GPs have been working on a protocol for booking routine face to face appointments. From 1st September patients will be able to book appointments to see GPs (not double appointments at this stage).Telephone consultations will also continue to be available. 2 GPs and 1 ANP will continue to do daily triage during the transition phase to ensure urgent issues are addressed on the same day. The new system will be reviewed to identify areas of improvement and if the service can be sustained with staff / patient ratio.

Mac asked how many GPs will be in the practice when new system is launched. Diana explained 11 GPs will be on the rota - a total of 93 GP sessions each week (excluding annual leave or sickness leave). This is a mix of partners, salaried and locum GPs. Appointments can be made by telephone as online bookings are still suspended. Text reminders will be sent out to patients as a reminder of their appointments and hopefully this will reduce patient DNAs. There is a concern that waiting times to see a GP will be longer than pre covid which will lead to more DNAs. Colin asked what can be done about increased DNA’s. Diana shared with the group if a patient DNAs for an appointment on three occasions, a letter is sent to the patient. The group agreed patients need to take responsibility for attendance of or cancelling appointments. Diana will convert all DNA appointments into a clinical ‘time lost’ figure which can be shared within the patient community.

Pre booked appointments will help patients who have a routine condition that needs to be seen but can wait, whereas with current system of triaging every patient can result in an urgent slot taken up for a routine condition that may not need to be seen on the day. Triage will still be operation for patients who need to be seen on the day.

Dr Zheng will join PPG meeting in October to provide feedback on the proposed new appointment system..

**Practice Update**

Workload Statistics

Period covering 24/04/22 – 24/05/22

GP patient contacts - 2595

HCA patient contact - 678

Nurses contact - 816

ANP patient contact – 277

Pharmacy - 232

DNAs - 215

Staffing : The Mental health triage nurse is leaving her role in Cluster in July and will no longer attending IMG. Hopefully the Cluster will appoint a replacement soon after she leaves.

The cluster has provided a new full time treatment room nurse to IMG.

**AOB**

The practice has requested the addition of a queue facility to the telephone system from the telephone supplier. (This facility has been requested on previous occasions) No update at time of PPG meeting, as person contacted is currently on leave.

There has been a change in patient registration criteria. Patients can now request to register with any neighboring practice in the practice area. As a result, this could potentially increase the patient list size of IMG. The new housing estate in Aberdour will potentially add a further 300 patients to the practice from the 85 new build houses. An increase in the practice list size could increase waiting times for GP appointments. It is important that patients are re-educated to seek care from the right person at the right time and in the right place.

The next PPG meeting will be on Thursday 30th June 2022 at noon.