

**PPG meeting held on 21st September 2023 6p.m. Inverkething Surgery**

**Present:** Diana Hamilton, Colin Hay, Helen Doig , Andrea Hynes-Whalley, Lawson Rennie.

**Apologies**: Elizabeth McKenzie, Mac McCaskill,

**Minutes from May meeting**

Building Update –Reception area is finished and group had a tour of new works. New Consultation room needs further sound proofing but room looks excellent.

Phonelines – IMG are very aware of patients’ frustration when trying to contact the practice and have been doing everything they can to help patients access the practice. Demand for the service has increased dramatically. Despite more resources provided it is still proving difficult for some patients to get through to the practice. The phone service is provided by NHS Fife and they continue to work with the practice to find solutions to help phone access. There are 16 lines in the practice and these include phone lines GPs and ANPs use to call patients on. The full capacity of staff resources are answering phones and there is no physical space to place new additional staff to answer phones and therefore not an option. Office staff have been diverted to help reception admin work to allow all available reception staff to answer calls. The phone provider has run a refresher training session to help reception staff use the phone system more efficiently.

BP POD – Unfortunately there is no way around the NHS Fife IT security system to get the current BP Pod software system installed. NHS Fife has advised that they will explore a fife wide system.

**New Care Home in Dalgety Bay**

The new build has 68 beds split into 3 levels of care, nursing, dementia and respite care. The practice has been having talks with NHS Fife to discuss care provision due to high patient demand already within its catchment area.

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

No DNA figures available for August. Diana has posted 7 letters to patients who did not attend their cervical smear appointment. These appointments take 20 minutes and 7 missed appointments is a huge amount of lost clinical time.

**Practice Update**

-The practice has issued 5 letters to patients in relation to abusive behaviour towards staff. There has been a marked increase in unsociable behaviour towards staff. The surgery enforces a zero tolerance policy to abuse and will act upon any reports.

- House calls will now be triaged and appropriate ones are allocated to the practice ANP. Patients are asked to only request a house call only if they are genuinely housebound.

- Covid vaccinations are done at vaccination centres and not at GP practices. Covid restrictions in healthcare are no longer in force.

- The Check in machine is not working at DB and the required part is on long order. It is hoped it will arrive by the end of September. The practice are unsure if the proposed new clinical software getting installed in practices will be compatible with the check in machines.

- Appointments are currently 4-5 weeks for a routine face to face appointment. Routine Telephone appointments can still be requested.

-District Nurses coverage area has been reallocated and half of team is now based in Rosyth and half at DB.

-Community and treatment nurses have suffered staff shortages which has created lower appointment availability.

- The practice is suffering staff shortages due to high sickness rates and Covid infections.

- New ANP Robbie has settled in well to his permanent role at IMG and made a great difference to workload demand.

**AOB**

The practice will be closed on the 2nd October and NHS24 will cover the telephones. However, due to high demand the clinicians will run a pre-booked appointment service in the morning to help reduce waiting times. The practice will also be closed from 12.30pm for staff training on the 1st November. NHS 24 will cover for patients requiring urgent care.

Diana thanked the PPG for their help and support over the years as she leaves the practice for retirement. The group wished her well and thanked her for all her dedication and hard work in making IMG the successful practice it is. The new practice manager will be Andy Thomson and the PPG look forward to working with him in the near future.

The next PPG meeting will be arranged at a later date due to change of practice manager.