

Wednesday 26th August 2026

Helen Clouston
Christine Northage

Lorraine welcomed everyone to the meeting

- **Surgery Website** – Will be changing before February 2027 as current website provider is ceasing this service.

3. Clinical System change – Lorraine and Helen shared an update on the transition from EMIS to Vision, which took place at the beginning of July as part of the national IT reprovisioning programme. The change of clinical system was therefore not a decision taken by the practice but formed part of the wider national programme. The change has had a significant impact across the team, affecting almost every aspect of day-to-day work. All team members have undertaken training; however, many routine processes are different within Vision, meaning that even basic tasks, such as booking an appointment, have been longer while staff become familiar with the new system. A number of ongoing issues with the software are also continuing to present challenges and affect the efficiency of the team's day-to-day work.

4. Practice Team Update - The practice has seen a number of changes to the team recently. We said goodbye to Nurse Julie Edwards as she retired from practice, while Dr Holly Woodward has moved to The Balfour for the next stage of her training. Happily, Holly will be returning to Dounby next year. We have also said goodbye to Alison, who has moved away, and Katie, who has left to undertake a college course.

At the same time, we are very pleased to welcome some new members to the team. Cody and Teresa have joined us as Patient Service Coordinators, and

Nurse Inga Mackay has joined the practice from the Community Nursing team. Inga will already be a familiar face to many of our patients.

- 5. Pharmacy Meeting** - Lorraine and Helen recently met with representatives from Dounby Pharmacy to discuss closer working between the practice and pharmacy. This included the treatment of urinary tract infections (UTIs), with further staff training planned to support appropriate signposting of patients to the pharmacy.

Serial prescriptions were also discussed. These allow patients' regular medicines to be dispensed by their community pharmacy at agreed intervals without having to request a new prescription from the practice each time. The practice and pharmacy will work together to identify patients who may benefit from this system.

6. Any other business

- **Repeat prescriptions** – The previous discussion also highlighted the work involved behind the scenes when patients order repeat medication. Group members were not aware that prescriptions are currently printed by the administration team, checked and signed by a GP, and then posted to the patient's chosen pharmacy. This process helps explain why patients are asked to allow seven days between ordering their prescription and collecting their medication. Unlike England, Scotland does not yet have the same digital prescription service, so the practice and pharmacy still rely on paper prescriptions as part of the process.
- **Appointment availability** – Routine GP appointments are currently booking around two weeks in advance, although patients may need to wait longer if they wish to see a particular GP. Helen reassured the group that appointments are available for more urgent health concerns. Patients are therefore encouraged to give the Patient Service Coordinator some information about why they are seeking an appointment. This helps the team identify the most appropriate person or service to support the patient and how quickly they need to be seen.

7. Date and time of next meeting

The next meeting will take place on Wednesday 20th January at 12.45pm.