

DOUNBY SURGERY/EVIE BRANCH SURGERY

Patient Participation Group (PPG) Meeting

Tuesday 22nd November 2016

Present: Lorraine Flett
Annabel Eltome
Hilary Morrell
Keith Johnson
Rachel King
Ravi Mistry

Erlend Nicolson
Sarah Eaton
Liz Kennedy
Dr Jonathan Kirk
David McNeish

Apologies: Lynn Runciman
Pat Shields

1. Community Chaplaincy Listening Service

The meeting began with David McNeish telling the group about the listening service which was about to begin at Dounby Surgery.

This service started 5-6 years ago and has worked well in a number of locations across Scotland, however this will be the first time it is piloted in an island setting. He explained how the appointments would be organised and that people would be offered a choice of Listener so that they can select someone that they don't know.

Eight volunteers have been trained to deliver the service which will offer 50 minute appointments to give people the opportunity to tell their story, it is not a counselling service but can be very beneficial to folk coming to terms with chronic conditions or bereavement etc.

This service will run initially for people that are referred through by the GPs and nurses at Dounby Surgery. In 2017, once established the service will be promoted and people will be able to self refer. The service may be further developed to include video conferencing.

The draft leaflet for the service was shared with the group. Sarah requested that details of the practice email be included in the leaflet.

David would like to be made aware of any negative feedback so that improvements can be made. The service will be reviewed in 6 months time and a range of people will be involved in this.

The group applauded David's efforts in establishing this service.

2. Rachael King

West Mainland Councillor, Rachael King, spoke with the group about the new parking/drop off spaces at Dounby Surgery. The spaces are being well used by patients. Rachael commented that this project had happened because of the full support of the other West Mainland Councillors too.

Gritting of the Surgery car park was brought up – the council do not grit car parks. The group discussed the possibility of community money being used to pay for car park and path gritting and clearing.

Rachael told the PPG about a new group that is going to be established around the development of Dounby. There will be representatives from local businesses, parent groups etc. It is possible that a representative from this group could attend. This will be added as an agenda item for the next PPG meeting.

3. Matters Arising

- **Sharing Minutes of PPG meetings** – The minutes of the last PPG meeting have been made available in the waiting rooms at Dounby and Evie Surgeries and are also available on the practice website.
- **First Responders** – As mentioned at previous meeting 2 people have successfully completed the training. However changes within the ambulance service mean that training for these local volunteers is no longer arranged locally and so the training of the rest of the volunteers is on hold at the moment.
Stromness continues to provide a first responder service, they cover a more compact area. The extra challenge of covering a large area and transferring equipment/vehicle between volunteers was also discussed.
- **Patient Fund** – Erlend had visited Heilendi Practice to see how they operate their book exchange. There is a small table with the books and a tub for donations. It works very well there and has raised a lot of money. Lorraine to identify area in waiting room and group members to bring in some books to establish the exchange.
- **Making the most of appointments** – The draft leaflet produced by the practice was discussed, it was a good start but needs to be focussed more on what will happen during a consultation. Dr Kirk suggested that Ravi could review and amend the leaflet and send it onto Annabel.

4. Fundraising Quiz

The group discussed the annual quiz to raise money for the Dounby & Evie Surgery Patient Fund. Erlend will contact the Merkister to arrange a suitable date for the quiz in February or March.

5. Exercise

Dr Kirk discussed promoting exercise locally. Sarah leads a walking group in the West mainland.

6. Drugs Amnesty

Dr Kirk suggested that the group may like to be involved in organising a medication waste awareness and drug amnesty event in the future.

7. Change to access at surgery door

We are still waiting for work to be carried out to allow easier access to the front door for patients using the new spaces at Dounby. NHS Orkney are responsible for this change. Erlend will try to chase up and see what stage this is at.

8. Community Screen

The community screen in the waiting area is advertising a local business which is no longer trading. Lorraine to contact cnetwork to ask for it to be removed.

9. Promoting the PPG

Ravi suggested that we could produce a “you said, we listened board” to be displayed in the waiting area. This would help to raise awareness of what the group does and celebrate the achievements.

10. Date and time of next meeting

As the meeting was running late, it was agreed that remaining agenda items would be carried forward to the next meeting. This was scheduled for Tuesday 17th of January at 11.30am.