

DOUNBY SURGERY/EVIE BRANCH SURGERY

Patient Participation Group (PPG) Meeting

Tuesday 13th September 2016

Present: Lorraine Flett
Annabel Eltome
Hilary Morrell

Erlend Nicolson
Guy Aldous

Apologies: Lynn Runciman
Liz Kennedy

Keith Johnson
Pat Shields

1. Matters Arising

- **First Responders** – 2 volunteers have now passed the training with others still going through it.
- **PPG Members** – Jane has now moved away, so the group need to look for new members, perhaps someone with a young family.
- **Parking/drop off point** – The new spaces are complete and being used by patients – well done to Erlend for his work progressing this. He will contact Rachel King so that she can see the progress.

2. **Guy Aldous:** Guy is a medical student from UCL who was on a placement at Dounby Surgery. He spoke to the group about how impressed he was by the sense of community here and how people support each other. He thinks that the healthcare provision here in Orkney is exemplary, with a good ratio of Doctors and Nurses to patients and good relationships between Doctors and patients. He described how the healthcare system can be misused south with inappropriate A&E attendances etc.

Coincidentally Hilary had previously observed Guy in the waiting room introducing himself to a patient prior to a consultation. Guy had made a good impression on her and the PPG so Hilary planned to write to the Head of GP Training to feedback how impressed she was.

This year there will be 6 medical students on placement at Dounby, it was suggested that future students should also be given the opportunity to attend PPG meetings.

3. Practice Update:

- **Appointment Template** – Lorraine showed the group the template the surgery uses for GP appointments and explained how some

appointments are kept for people needing to be seen urgently on the same day.

- **DNA Figures** – The number of patients not attending their appointments during August was reviewed – the numbers continue to be low.
- **Staffing** – Dr Rob Barry has now finished his GP Rural Fellowship at Dounby. No other staff changes.
- **Flu vaccines** – Annual flu vaccine clinic is planned for Wednesday 5th October. As the Government has changes the vaccine ordering procedure this year – the date will be confirmed once the vaccines arrive.
- **Shingles vaccines** – Will be offered to certain age groups of patients in their 70s.
- **Nasal Flu Vaccines** – Primary school children will receive this at school. Children age 2-5 or those with certain health conditions will get the vaccine at the surgery.
- **Community Chaplaincy Listening Service** – Training of the volunteers for this started last night and will take 2-3 months. Dounby Surgery will be the pilot site in Orkney for this service.

4. **Scottish Health Council Report** – The group discussed the contents of a recent Scottish Health Council Report which had previously been distributed by email.

Suggested areas our group could look to improve on include; sharing the minutes of the meetings through surgery website or Facebook page, making printed copies available in the waiting room, setting up a generic email to make it easier for patients to communicate directly with group members. Lorraine will check to see if the group has suitable constitution in place.

5. **Making the most of appointments** – Annabel shared a leaflet she had picked up elsewhere giving information and tips to patients around how to get the best from their appointments. The group agreed it could be useful for the practice to have a similar leaflet available. Lorraine will look into creating one for the practice.

6. **Patient Fund** – Erlend suggested that we could have a small table in the waiting room where people could exchange books and possibly make a small donation to the surgery patient fund. The group thought it was a good idea and Lorraine will look to identify a suitable area.

7. **Date & Time of Next Meeting** – Tuesday 22nd November at 11:30am

