

DOUNBY SURGERY/EVIE BRANCH SURGERY

Patient Participation Group (PPG) Meeting

Tuesday 21st March 2017

Present: Lorraine Flett
Annabel Eltome
Pat Shields

Liz Kennedy
Keith Johnson
Dr Huw Thomas

Apologies: Lynn Runciman
Erlend Nicolson

Sarah Eaton
Hilary Morrell

1. Matters Arising

- **Book Exchange** – This is now up and running in the waiting area at Dounby Surgery, has not been used much by patients yet.
- **Quiz Night** – The quiz was held on Friday 10th of March and raised £448.05 for the Dounby & Evie branch Surgery Patient Fund.
- **First Responders** – This service will not be happening now due to changes in the structure of training.

2. Patient Fund

Dr Thomas informed the group of ways money from this fund had previously been used and asked the group for ideas of other equipment etc. that could be purchased to benefit our practice patients. Various ideas were discussed including a Holter Monitor and making changes in the waiting area.

3. Listening Service Feedback

David McNeish was interested in the groups perspective on the barriers that may be preventing people who are told about the service from taking it up. Group members had not heard any discussions about this and were unable to offer any suggestions.

He was also interested in whether the service should now be promoted publicly, the group were keen that the service be promoted and suggested various ways that this could be achieved.

4. Weight loss and walks

Dr Kirk to be invited to attend the next PPG meeting to discuss this further.

5. Practice Update

Sheila Manning is leaving the practice, her role as Plebotomist is being further developed into a Healthcare Assistant, the new job description was shared with the group. There were a large number of applications received and interviews for this post are being held this week.

The practice will no longer offer placements to students from UCL. They will now be taking students from Aberdeen University.

6. AOB

The group discussed the availability of defibrillators in public places, Lorraine will check that there is one at the school.

Keith asked about the practice offering the facility to book appointments online. Lorraine explained that the practice is keen to offer more online services to patients but this would require a change in the appointment software that the practice uses. It is certainly something that they would like to be able to offer.

Dr Thomas explained how the practice computer systems are due to be upgraded this year and that following this wifi will be available.

The use of text message reminders was discussed again, this may be a possibility in the future when mobile phone coverage improves in the area.

7. Date and time of next meeting

The next meeting will be held on Tuesday 23rd May at 11.30am.