

DOUNBY SURGERY/EVIE BRANCH SURGERY

Patient Participation Group (PPG) Meeting

Tuesday 1st May 2018

Present: Lorraine Flett
Lynn Runciman
Annabel Eltome
Richard Gibson
Dr Huw Thomas

Hilary Morrell
Erlend Nicolson
Liz Kennedy
Christine Northage

Apologies: Pat Shields

1. Welcome

The meeting was held in the Smiddybrae training room, this is a larger meeting room than is available at the surgery.

2. Matters Arising

- **PPG members** – Lorraine informed the meeting that Sarah had decided to step down from being a member of the group, she will continue to act as a representative for people with a hearing loss. The group also acknowledged that Helen had very sadly passed away
- **Quiz Night** - The recent quiz night at the Merkister had been well attended and had raised £368 for the patient fund. The group extended their thanks to everyone who supported the event.
- **Community Defibrillators** – No update from Dr Gills about defibrillators.
- **Book exchange** – The book exchange in the waiting area is still working well, more donations would be welcome.
- **IT** – Some ongoing issues with IT in Evie. The fax machine can no longer be used which, along with scanner problems can cause difficulties for the member of staff working there.

3. Practice Update

- **Medical Students** – Dr Thomas explained that the surgery is unlikely to have medical students for the next 12 months due to supporting placements for trainee GPs, Dr Shen Gills and Jack Cunningham.
- **Surgery Staff** – Julie Edwards will be joining the practice. She is a Nurse Practitioner who will be working alongside the GPs for 3

mornings each week. Julie will see patients requesting on the day appointments for minor problems.

The post of Reception Manager has been advertised internally, the successful candidate will assist Lorraine and provide cover in her absence.

A local medical student, Kiera Johnston will be working on reception during the summer.

The Practice Nurses, Michelle and Karen, are currently studying an Advanced Clinical Examination course. Karen is also training to do phototherapy and will be spending a week in Dundee

- **Patient and staff satisfaction survey results.** The practice had recently carried out simple patient satisfaction surveys at both Dounby and Evie Surgery, Lorraine shared a summary of the results from these which as very positive.

Staff satisfaction had also been measured and this too was positive.

- **IT Update** – The appointment system changed on Friday 13th of April, this went smoothly. The practice hopes to soon be able to offer patients the option to book appointments online. GP appointment slots remain at 15 minutes long.

Dounby is currently the pilot site for a new IT system for requesting and tracking lab results. This was previously monitored by recording every sample on a spreadsheet.

4. Any other business

- **Dermatology/Phototherapy** – Still waiting for Tayside to sign for the scheme to begin. Dr Thomas then took member to view the new phototherapy machine in the surgery.

5. Date and time of next meeting

The next meeting will be on Tuesday 17th July at 11.30am