

DOUNBY SURGERY/EVIE BRANCH SURGERY

Patient Participation Group (PPG) Meeting

Tuesday 28th October 2017

Present: Lorraine Flett
Pat Shields
Erlend Nicolson
Dr Shen Gills

Keith Johnson
Lynn Runciman
Annabel Eltome
Dr Jonathan Kirk

Apologies: Hilary Morrell
Liz Kennedy

Sarah Eaton

1. Matters Arising

- **Community defibrillators** – No update on this, Alan Manzie no longer in post. Lorraine to contact Lucky2BHere

2. Dr Shen Gills

Dr Gills introduced herself to the group, she is a GP Registrar in a GP training programme and will be spending time working at Dounby Surgery.

3. Health and Social Care Special Interest Group

Pat had attended another meeting of the Health and Social Care Special Interest Group and updated the group on this. Discussion then followed about the provision of services by and in communities.

Dr Kirk mentioned that it is difficult to maintain awareness and knowledge of all the third sector organisations that may be useful to direct patients to. Pat reminded the group about www.orkney-infonet.co.uk a resource which may be helpful to find suitable services.

4. Practice Update

Flu vaccine uptake has been high with 693 vaccines administered so far. 47 shingles vaccines and 58 children's nasal flu vaccines have also been given. Holding clinics in Dounby and Evie on separate days proved to be useful. Discussion followed about flu vaccine clinics not being advertised in the Orcadian, the cost of this is high and will be reviewed prior to the 2018 flu vaccine clinics.

The book exchange in the waiting room has been well used with lots of positive comments from patients. It has raised over £50 so far for the patient fund.

Evie Surgery has been closed for a number of weeks now due to IT problems. The Evie computer system links into Dounby but the connection has not been consistent and keeps dropping out so admin staff are unable to work and GPs cannot access patient records. An engineer is due to visit and the service at Evie will hopefully be reinstated from next week.

The system where lab results are imported into a patient's electronic medical record has not been working for the last 3 weeks. It has been very laborious and time consuming for admin staff entering all details manually. Lorraine still working to resolve this issue.

The Physiotherapy clinics are back at Dounby Surgery with a Physiotherapist called Chris.

Work is continuing to develop a phototherapy service based at Dounby Surgery, should get approval by the end of the year.

5. Any other business

- **First Responder Service** – Liz has had a meeting about resurrecting the scheme. Advertising will take place in the new year.
- **PPG Member** – Keith is standing down, this will be his last meeting. He has been a member of the group since the start. Lorraine and Dr Kirk thanked him for his contribution. Advertising for new group members will be needed.
- **Repeat Prescriptions** – Lorraine explained the reasons behind stopping taking repeat prescription requests on the main surgery telephone line.
- **Annual Quiz Night** – The group agreed they would like to hold this event again in 2018. Erlend will contact the Merkister to arrange a date in early March and ask Lydia and Jean if they would be willing to arrange the quiz questions.

6. Date and time of next meeting

The next meeting will be on Tuesday 30th January at 11.30am