

DOUNBY SURGERY/EVIE BRANCH SURGERY

Patient Participation Group (PPG) Meeting

Tuesday 30th January 2018

Present: Lorraine Flett
Pat Shields
Erlend Nicolson
Dr Shen Gills
Richard Gibson
Helen Wilson

Hilary Morrell
Lynn Runciman
Annabel Eltome
Liz Kennedy
Declan McCallum (Student)

Apologies: Sarah Eaton
Christine Northage

1. Welcome

3 new people had shown an interest in joining the group. All members present introduced themselves.

2. Matters Arising

- **Flu Vaccines** – Uptake has appeared to be high this year with more stock having to be ordered recently.
- **Quiz Night** - This has been arranged for Friday 2nd of March at the Merkister Hotel, 7 for 7.30pm. Lorraine will organise adverts and group members will donate prizes for the raffle. These can be handed in at the surgery.
- **Community Defibrillators** – Lorraine had contacted Lucky2BHere and there is no work currently being carried to establish public access defibrillators in our area. The importance of training was discussed and Dr Gills was to look into training.

3. Declan McCallum

Declan introduced himself to the group, he is a final year medical student from Aberdeen University. This is his first time in Orkney and he is 2 weeks into his 7 week GP placement here.

4. First Responders

Liz provided some background information to the new members regarding previous work at trying to establish this service locally. Two people had

successfully completed the training but then nothing happened to progress the service. Paperwork that had been submitted had also gone missing. Liz has now met with someone from the Scottish Ambulance Service with regard to resurrecting the scheme.

There will be a different and much less prescriptive approach where the volunteers can now determine the area covered and when cover will be provided.

Liz provided all group members with a poster to try to recruit some new volunteers, this will be all dealt with by the Scottish Ambulance Service.

5. Book Exchange

The book exchange in the waiting area is still doing well and donations are being received for the patient fund.

There has been positive feedback from patients and donations of some more books would be welcome.

6. Listening Service

David McNeish had been in touch to say that unfortunately this service has been 'paused'. It may be restarted once a replacement Spiritual Care Lead has been recruited at NHS Orkney.

7. New GP Contract

Dr Gills provided a brief summary regarding the new GP contract. This may mean that some services are delivered differently in future, perhaps by public health nurses or through hospital clinics although it is still early days and details are still to be agreed. The change is needed to free up GP time for dealing with more complex cases.

8. Practice Update

- **Dermatology** – The practice is waiting for funding to be approved for the purchase of the phototherapy unit which will be installed in the Health Education room. Karen, Practice Nurse has started training to deliver this service.
- **Surgery Staff** – Dawn from Evie Surgery has been providing some maternity cover at Dounby. Elaine Peace is working on establishing the dermatology service. Dr Gills will be going to Caithness for a 6 month placement there.
- **IT Update** – The situation has improved since the group last met, Evie Surgery has been able to open again and the problem with the lab results has been resolved, this was due to a coding issue in Aberdeen.
- **Patient Fund** – A new spirometer has been ordered and tubular bandage applicators using this fund.
- **New Patients** – 200 new patients registered with the practice in the past 12 months. Lorraine told the group about new patient screening and summarising notes. It can take a few months for patient data to be transferred from England.
- **Patient Satisfaction**
The practice is interested to know if patients are satisfied after their visit to the surgery. People attending appointments will be given tokens

to place in 'completely satisfied' or 'not satisfied' as they leave the surgery. Staff satisfaction will also be assessed using a similar method.

- **Appointment System**

The practice appointment system now needs to be changed due to an out of date server. It is hoped that patients will soon be able to book appointments online.

9. Any other business

- **Distribution of minutes** – Minutes of these meeting are available on the practice website and also in the surgery waiting rooms. A member suggested that a summary of the meetings could also be in the Orcadian.
- **Meeting Venue** – Rooms at the surgery are too small for the group to meet in, suggest looking for an alternative venue.

10. Date and time of next meeting

The next meeting will be on Tuesday 27th March at 11.30am