

DOUNBY SURGERY
Patient Participation Group (PPG) Meeting
Tuesday 21st March 2023

Present: Lorraine Flett
Lynn Runciman
Christine Northage
Annabel Eltome
Dr Huw Thomas

Apologies: John Stockan, Erlend Nicolson, Kirsteen Hine, Hilary Morrell

1. Welcome

Dr Thomas welcomed everyone to the meeting.

2. Apologies

Apologies had been received from Erlend, John, Kirsteen and Hilary.

3. Matters Arising

- **Paper notes** – Patient notes are away being back-scanned this week, so this information will be now held electronically by practices, there is a process with NHS Orkney to ensure data quality. The group wondered if these notes are stored for a period before destruction. Discussed the wider use of data by NHS Scotland.
- **Newsletter** – The group suggested including information around patients not attending appointments, not phoning before 9am if not urgent and ordering prescriptions.
- **Test Results** – Don't think that there is anything further that the practice can do in relation to increased sharing of results with patients until there is a technological solution to support this.

4. PSA testing

The practice does not offer routine screening as there is not a national PSA screening programme.

5. Sepsis

A group member had enquired regarding what people should be looking out for. Dr Thomas showed a scorecard for assessing signs of sepsis. Clinicians try to advise patients on what to do if symptoms get worse

6. Practice Update

- **Patient access programme** – Lorraine told the group about a project the practice is working on with the assistance of Health Improvement Scotland. They will review current processes and consider how they can improve access to appointments for patients. The practice has been working on gathering data and has a meeting arranged for tomorrow.

There was a discussion around how expectations have changed and the aging demographic in Orkney.

- **Staffing** – The practice has been advertising for a Practice Nurse, Hannah MacDonald has been appointed and will start work on the 17th of April. Nurse Nikki Bichan will be retiring at the end of this month, Nurse Megan Hourston is on maternity leave.

Linda Davidson will be retiring from the admin team in May.

The practice has been allocated a GP trainee, Dr Tariro Gandiya is currently working at Balfour Hospital and will be at the surgery from next February.

7. Any other business

There was no further business for discussion.

8. Date and time of next meeting

The next meeting was scheduled for Tuesday 23rd May at 12.30pm.