

## **DOUNBY SURGERY/EVIE BRANCH SURGERY**

### **Patient Participation Group (PPG) Meeting**

**Tuesday 21<sup>st</sup> May 2019**

**Present:** Lorraine Flett  
Erlend Nicolson  
Hilary Morrell  
Dr Huw Thomas  
Christine Northage

**Apologies:** Pat Shields  
Annabel Eltome  
Lynn Runciman

#### **1. Welcome**

Dr Huw Thomas welcomed everyone to the meeting. The group discussed various methods of trying to recruit some new members.

#### **2. Matters Arising**

- **Online Appointment Booking** – The use of this continues to increase. Only routine GP appointments can be booked this way but Erlend mentioned that it was useful to be able to view all booked appointments, including nurse appointments and to be able to cancel them online. He questioned why people are limited to booking 3 appointments, Lorraine explained that she had set this to prevent abuse of the booking system but this can be reviewed and altered as necessary.  
Group members wondered why only GP appointments are available to book online, Lorraine advised that this was because of the varying length of time required for different appointment types with Practice Nurses. Dr Thomas suggested that Lorraine could present the group with more information on how the practice manage appointments at the next meeting.
- **Bike** – The restored 1920's bike used by a Finstown Nurse is now on the wall in the entrance to the surgery. It will be repositioned slightly and an information plaque also put in place.
- **Evie Surgery** – Evie surgery closed on the 29<sup>th</sup> of March. The group would be keen to recruit more members from the Evie Surgery area.

#### **3. Provision of free sanitary products**

With Scottish Government funding the Orkney Partnership Board is making arrangements for the provision of free sanitary products locally. As discussed

at the previous PPG meeting the practice is keen to be involved with this. Lorraine has placed the first order for sanitary products and they should be available at the end of this month.

Group members emphasised the importance of people being able to access products without embarrassment and so there was a strong preference at making them available in the toilets rather than having to ask at the reception desk. Lorraine will look into ways that this would be possible.

#### **4. Practice Information Leaflet**

Lorraine and Tracey are updating the practice leaflet. It will be changing to a simpler A4 format which will make it easier for staff to make changes or additions.

Group member suggested some amendments and additional information that could be included. Members would like this document to be widely available and made available to exiting patients as well as patients considering joining the practice.

It could be made available on the website and also emailed to people on the mailing list. It will be made available in the waiting room and could also be available in local shops for people that do not attend the surgery often.

#### **5. Practice Update**

- Our new practice nurse, Megan Hourston, started in April and has been trained to deliver phototherapy treatment.
- Dr Jonathan Kirk left the practice in April. Dr Anne Nicolson will join the practice as a part-time salaried GP in July. She will be providing cover when other GPs are on annual leave or study leave.
- As part of the new GP contract arrangements a Pharmacist will be based in the surgery for one day each week. Chris Woolham will also be working in other practices.
- Due to issues with the previous provider of the screen in the waiting room, the practice has now set up their own screen and so can choose what content is displayed in the waiting room.
- The surgery library has now been cleared out and set up as a training room with a large screen linked to a computer to deliver educational sessions.

#### **6. AOCB**

- **Community Led Support** – Dr Thomas encouraged group members to attend this taster session in Dounby on Monday 27<sup>th</sup> May. Lorraine will share the advert with all group members.

#### **7. Date and time of next meeting**

The next meeting will be on Tuesday 27<sup>th</sup> August at 11.30am