

## **Dunblane Medical Practice- Patient Participation Group**

### **Minutes of Meeting – Wednesday 18 May 2016**

#### **Attendees**

Terence O'Byrne (Chair)

Breda Seaman (Secretary)

Dr Mary Abercrombie

Sue Lawson

Alan Nichols

Alan Sharpe

Jean Majury

Marion Carson

Jessica Wullinger (new member)

Kathy Lewis (new member)

#### **General**

Terence welcomed two new members, Kathy from Braco and Jessica from Bannerman's Pharmacy in Dunblane. All members introduced themselves. Terence also advised that due to health and time reasons and a view that fresh blood was required, he would be stepping down from chair and Breda would take over his role subject to the agreement of the meeting. This change was supported by all. Mary expressed gratitude for Terence's service over the years since the PPG was initiated but welcomed his willingness to continue as Secretary.

To facilitate Breda's limited time availability, it was agreed that the Ageing Well event would be discussed first. Breda will take over the function of Chair at the next meeting.

#### **Ageing Well Event**

Breda gave an overview of the purpose of the event which will take place on 15 June in the Dunblane Centre. The event will demonstrate what services are available for elderly people in the Dunblane area. Participation has now been agreed with the following:

1. NHS – a representative will be present
2. Stirling Council – a representative will be present
3. Stirling University Dementia Services Development Centre – an information pack will be supplied for the event but they cannot attend due to conflict with another event
4. Contact The Elderly – this charity was contacted by Mary. They try to address loneliness and social isolation by organising monthly tea parties. A representative will join the event

5. Age Scotland – a representative will be present
6. Living It Up Stirling – Jane Robertson will attend
7. Dial A Journey – a representative will attend and cover how this scheme works
8. Active Stirling – this organisation leads physical activity such as the weekly Walks from the Cathedral. Awaiting confirmation on whether they will come **Action – Breda**
9. Alfie – telephone support service. Awaiting confirmation **Action – Breda**
10. REACH – Forth Valley physiotherapy service. Will provide a stand.
11. Scottish Health Council – participation to be resolved **Action- Breda**
12. Dementia Research – participation to be resolved **Action – Marion and Breda**

Agreed that duration should be 2 hours starting at 13.00 (to 15.00). First 30 minutes will be tea and biscuits and people will have time to chat informally and look at stands etc. Mary will then provide a short introduction.

Publicity was discussed. Gemma of the Dunblane Centre has agreed to print an A4 flyer. Agreed we needed 500 flyers. Because of concerns over the Centre's finances, it was agreed that if necessary to achieve this volume, DMP would also print the flyers. Terence asked that the flyers be printed on coloured paper if possible.

Flyers to be left at usual distribution centres. Also with new Senior Citizen Group. Suggested they be left at Tea Dance, Bowling Club, Golf Club. Posters required at DMP building. Also suggested that leaflets be left at local churches. **Action Alan N and Sue**

Proposed that an advert be placed in Stirling News and Stirling Observer. Also suggested that a small piece be written for the newspapers. **Action – Mary (Article) Terence to contact papers**

Information to be placed on all relevant websites and sent to all patients who have supplied email addresses. Doctors to give leaflet to elderly patients visiting practice up to 15 June. **Action – Sue, Terence to put on Dunblane.info.**

PPG members need to attend the event to help set up and provide support. Please confirm to Breda if you will be attending with a start time for preparation of 12.00/12.15.

Jessica agreed to organise labels that can be put on prescription bags advertising the event. (Would this be possible for both pharmacies?) **Action – Jessica**

Some discussion about what the elderly population signed onto DMP was. Action on Sue to indicate over 65 volumes/%ages.

### **Matters Arising and Apologies**

No apologies had been received but some members indicated that they were not receiving notification emails. Action on Terence to investigate and all to provide email addresses to Breda. Terence in his role as Secretary will issue minutes and agendas. He will use Read Receipts on all emails and asked that we all respond to the Read Receipt requests. **Action - Terence**

Minutes from previous meeting were approved.

### **Recruitment Poster**

Sue confirmed this had been included in the last newsletter. Given arrival of 4 new members, it was agreed that no further action was needed at present.

### **Community Health Council**

Due to a misunderstanding Sue was unaware of what this agenda item was calling for. Action to be clarified and carried forward to next meeting. **Action – Sue and Breda**

### **Newsletter Distribution**

Confirmed that all newsletters had been collected and thereby assumed to be distributed. Kathy indicated that the schools had been very helpful in Braco and Greenloaning in identifying students attending DMP as opposed to practices in Crieff.

### **Standard Letter Review Update**

Sue confirmed no new or existing letters required review by the PPG. She did raise the issue of reminder letters in cases of patients with ongoing chronic condition including for example follow up blood tests. Current practice was to issue one letter then two reminders for patients failing to contact DMP. To save on time and cost and given the need for patients to take on some responsibility for their care, she proposed that in general the reminders be reduced to one letter in future. This change would not apply to vulnerable cases. Further, doctors would be advised of those patients who had failed to respond to the reminder letter and any further contact would be at discretion of the patient's doctor. The new reminder letter will make clear that no further reminders will be issued.

The PPG supported the proposed change on the basis that vulnerable patients were referred to their GP for action.

### **Any Other Business**

Mary advised that Dr Brennan had given birth to a healthy baby (boy) and will return in October. One of the longest serving reception staff (June) had left after 10 years. No other staff changes.

Marion distributed a leaflet on Dementia Research to all members and indicated that DR were keen to identify volunteers to join the research project. Agreed that this should be included in the next newsletter. **(Action – Marion)** and queried if DR could have a representative at the Ageing Well Event (See agenda item 1 above).

No other issues.

Next meeting – Wednesday 31 August 2016 at 6.30pm