

## DUNBLANE MEDICAL PRACTICE

### PATIENT PARTICIPATION GROUP MEETING MINUTES

22<sup>nd</sup> February 2018

**Present:** Breda Seaman (Chairperson), Dr Cecilia Clark, Sue Lawson, Terence O'Byrne, Jessica Wullinger, Richard Duckworth, Alan Nichols, Jean Majury, Ken McDonald, Alan Nichols, Rosie, Jean Majury .

**Apologies:** Alan Sharpe

#### **Minutes of Previous Meeting**

The minutes of the previous meeting were approved.

#### **Matters Arising**

None

#### **Dementia Friendly Update**

Has been running for 1 year, steering group has met 11 times, 16 organisations in a consortium, 40 shops visited, good community support, many presentations to community organisations, schools engaged, 30 pupils have undertaken Dementia Friends training with 3 High School pupils attending the Café, £11000 funds raised, café running for 6 months and is a great success and is a working group of the DDT. Playlist for Life event held and an appeal out for old Ipods etc. Both Bannermans Pharmacies now have the Dementia Friendly.

#### **Medical Practice Environmental Audit**

Refurbishment due to start in March with the flooring, signs and other items to be upgraded. This will take place over 6 months with work being done at weekends mainly. There is no funding to replace the front doors which are not Dementia Friendly. The panelling at reception will be replaced with solid grills and will have some artwork on them. It is not advisable to have all doors the same white colour. Breda had sent a letter to the Medical Director in Forth Valley asking that the works be expedited, this seems to have worked.

No water dispenser will be provided which is a pity, there was a discussion on whether there is a need to for handrails along the walls, maybe just a few are required on the longer stretches of wall? It was requested that all floors have new coverings not just the ones in the public areas.

#### **Practice News**

Dr O'Connor and Dr Colhoun will be on maternity leave starting this summer. Work on GP Clusters in ongoing with work on Skin Lesions being enhanced and a new Dermatoscope being shared with Bridge of Allan practice. The KIIS summary accuracy is being checked. The possibility of using admin staff to help with signposting patients on the phone is being evaluated.

The practice pharmacists have been withdrawn by the Health Board due to shortages of staff which means the GPs are now doing that work again. There was a discussion about the new GP contract which will come into being over a 3 year period. The concept is that GPs will see the more complex patients with other health professionals dealing with more simple issues. The PPG group would like

to be involved in discussions on how this new system is implemented given that it will make a significant difference as to how patients are treated, hopefully all for the better in time. Ken expressed his disappointment with the lack of public information on the new GP contract. The Newsletter need to have regular information on this.

### **Ageing Well event**

The event was held in November time last year with 8 stalls. The last event was not as well attended as the first event, it was thought that it was maybe on a day/time with other 'competing' events. The feedback was good from the event and the various stall holders learnt about each other.

It was agreed to hold another event this year but to have it earlier in the year, could maybe hold at lunchtime rather than in the afternoon to attract more residents.

### **Newsletter in March**

Articles on Screening programs- Bowel cancer, Abdominal Aortic screening, Smoking Cessation. Staff changes, upgrade to the facilities to improve the Dementia Friendly aspects of the premises.

Ken asked if much use was made of patient's email addresses, the response was not a lot of use could be made as not a lot of email addresses are held –It would be useful if more patients could get the Newsletter by email and it would be useful to let patients know that the Newsletter is available on the website. Text messages are very useful for sending appointment reminders and has led to a reduction in the Do Not Attend rates.

### **Braco Shop update**

The shop was re-opened 4 weeks ago and the Prescription Service is now fully functioning again.

### **AOB**

There was none

### **Date of Next Meeting**

June 7<sup>th</sup> at 18.30