

Arran Services

Action notes of Patient and Service User Group meeting held on Monday Monday 21st January 2019, Shiskine.

Present: Fiona Brown (Chairperson), Elma Stevenson, Liz Rose, Fiona Robson, Ruth Betley, Andrew Gaw, Lorraine Hewie, Julie Graham, Peter Randell, Irene Markham, Colin Mackenzie, Mark Harwood

Apologies: Fred Shortland, Janet Lacey

1. Matters Arising – Proposed JG second LR
 - a. Welcome given to our new member for Shiskine Irene Markham.
 - b. Non-emergency first responders - MH advised that he had spoken to Fiona Laing following the discussion regarding these and the difficulties this posed re insurance. Fiona advised that this is covered, further discussion needed re this.
 - c. Docmail - FR advised that the Practice have now ceased using this system for sending out patient letters following a number of issues with missing letters. The Practice are now reviewing communication methods. FR will update of any further changes.
 - d. Carena Pod – In the process of being removed from Brodick Health Centre. The community link workers on the mainland use these pods very successfully to sign post services to clients/patients. However Lorraine does a different role on Arran focusing on weight management and smoking cessation so the Practice acknowledge that this has not been used as it should and unfortunately the IT issue haven't helped. ES asked for usage figures and cost incurred for this to be installed. RB/LH to look into.
 - e. Diabetic Support Group – Very poor response to the advertising LH organised for this through social media and the Practice. However LH in the process of organising for her mainland contact to come over to meet with those that did show interest. PR suggested he could do a personal article for the banner to try and raise awareness, the Practice could then share via their communication methods.
 - f. On line nurse appointment – Query raised re why these couldn't be accessed on-line. FR advised that due to the varied nature of appointments and length required this is not feasible at this point.
2. Items for discussion –
 - a. Ruth Feedback
 - i. Engagement events – Ruth thanked everyone for their support with these the main themes that came out were Transport, Integrated Hub and sharing of personal information, RB collating details and will share her report once done, she will also be meeting with the engagement officer to discuss the next steps and how we can engage with a wider group.
 - ii. Complex Care Pilot – This pilot is looking at how we can support patients differently within their own homes, the team includes a GP, Nurse, HCA, Physio, OT and Social Services. The 8 patients currently on the pilot were selected as have more than one condition, multiple medications and have had a number of hospital admission in the last 12 months. The team

completed initial assessments and then produced a single care plan and are working with the patient to meet goals that they have set themselves. The pilot will be evaluated in April.

- iii. **Unscheduled Care** – Work currently taking place at AWMH to increase A&E capacity (completion March 2019), this will allow us review how we deal with unscheduled care at both the hospital and the Practice. We currently have 2 trainee advanced nurse practitioners who will be involved in this new model of care, expanding the clinic we currently offer on a Monday morning at AWMH.
- iv. **Attend Anywhere** – this system will allow patients the option to have appointments via a link (like skype) for both mainland hospital and Practice appointments. We are currently testing the system and working with mainland departments to see what could work. RB asked if anybody would be willing to volunteer to test this.

3. The Way Forward – See attached

4. AOB

- a. Concern re plans for Brodick pharmacy now that Ruth has left, FR to follow up and see what plans are going forward?
- b. PR raised issue re appointment letter sent out on a Friday for an appointment Monday, Practice policy is to give at least a week, any further cases like this please ask if details can be passed to FR so that she can feedback as may be a training issue.
- c. **Green Health Initiative** – Discussion re potential for introducing this to Arran including a Green Gym, LH to speak to VY. RB advised that the Community planning partnership and the locality forum are looking at merging and that there may be potential to access funds for this through this new group RB will update.

Date and time of next meeting – Monday 18th February 2019 - Brodick