

Arran Services

Action notes of Patient and Service User Group meeting held on Monday 18th February 2019, Shiskine.

Present: Fiona Brown (Chairperson), Elma Stevenson, Fiona Robson, Ruth Betley, Liz Guthrie, Lorraine Hewie, Julie Graham, Peter Randell, Emma Ingham, Colin Mackenzie, Fred Shortland

Apologies: Mark Harwood, Elma Judge, Hazel Mackenzie, Agnes Madden, Liz Rose, Irene Markham

1. Matters Arising – Proposed JG second PR
 - a. Non-emergency first responders – Agreed this would now be dealt with out with the group.
 - b. Carena Pod – Now removed from the Brodick surgery, RB still waiting on details of cost.
 - c. Diabetic Support Group – PR waiting on patient number's to allow him to put together a letter to the Banner in the aim of gathering more interest for this group. FR to supply numbers.
 - d. Attend Anywhere – RB now has names of group members who will help test the attend anywhere system. The system is currently being set up and the IT/Technology side being tested, once complete the practice will be in touch with the volunteers to arrange tests.
 - e. Brodick Pharmacy – David (owner) now working back in Brodick pharmacy along with Alex the locum, currently now plans to change this and working well.
 - f. Green Health Initiative – RB advised that the merger of the community planning and locality forum has been approved. Herself and GH will be part of this group and will take forward a request for funding towards a green health initiative. Discussed how else we could progress with this, FB to write to village groups to see if we could join together to lobby for funding. LH has info on how community groups can get involved she will forward to FB.
2. The Way Forward
 - a. FB ran through the suggested questions for a patient questionnaire to gauge people's thoughts on if these should be included. Question's all relevant, however discussion regarding if a questionnaire was the best way forward? FS feels the 'terms of reference' outdated and should be reviewed and another questionnaire would not achieve anything. General feeling was that the group's function is one of relaying information from the Practice to community groups and most member's happy with this. RB advised that she will be meeting with Eleanor who deals with communication and engagement to get advice on next steps following last year's engagement events. Agreed that no action to be taken until this meeting has taken place, RB will update at the next meeting.
3. AOB
 - a. Website – FR advised the Practice are currently having a new website created, once created she will be looking for feedback from the group members.

Date and time of next meeting – Monday 18th March 2019 – Lamlash JG send apologies