

Arran Services

Minutes of Patient and Service User Group meeting held on Monday 2nd December 2019

Present: Elma Stevenson, Colin Mackenzie, Liz Rose, Ruth Betley, Lorraine Hewie, Fred Shortland(Chair), Fiona Robson(Minutes), Graeme Thompson

1. Apologies: Irene Markham, Peter Randell, Mark Harwood, Julie Graham
2. Locality Planning Partnership/Forum Presentation – Theresa Potter and Anne-Marie Hunter – see attached
3. Matters Arising
 - a. Minutes 14th October – FS proposed RB seconded
 - b. Recruiting New Members via website – Article added to the website and facebook advertising for new members. Plan to re-run the facebook article at regular intervals. FS queried how much engagement there was via the website, EI to look into figures for this. Important to have better community engagement.
 - c. Mark Harwood tendered his resignation, FS to write an note of thanks.
4. Items for discussion
 - a. PSUG representative roles progress – Further discussion regarding role within the community and how we can be more active. LR keen to have a bullet pointed version of minutes in poster form, discussed who could do this as requires some IT access, knowledge? It was noted that LR has no internet / email hence the need for posters. FR happy for practice to help, however does have limited resources. To be discussed at future meetings to see if anybody interested in looking at this. It was also suggested that a regular article in the Banner may be useful, FS to speak to Hugh Boag and draft an article to highlight the work of the group and calling for volunteers where we have no representative.
 - b. Corrie/Sannox Meeting – ES discussed with community, some expected negativity, however would be happy for us to book the hall for a meeting. Agreed to add to the rolling meeting list.
 - c. Lamlash Concerns – None raised
5. Intergration Update - RB advised that she is waiting on feedback from the Scottish Government following a meeting on 29th November regarding the Hub. Following this the Gateway review will take place on 11th December. Expectation that we will have a decision as to whether we can move to the next stage will be before the end of the year. RB will email members progress as this happens.
6. Community Link Worker Update – LH advised that the Dementia workshops have taken place and progress is being made towards ‘Dementia Friendly Arran’.
7. AOB
 - a. Audiology waiting list – LH asked if we were aware of this, GT advised that this was an ongoing issue with referral appointments taking 6 – 8 months.
 - b. Key Lock Codes – FS raised a query on behalf of JG regarding a Lochranza resident who has had a key lock fitted and wondered if anywhere the practice can hold the information. FR advised area within clinical system for this, ambulance control hold

information separately, FR to look into how this can be arranged and will liaise with JG.

- c. DNA/CPR – FS asking how these are registered, GT advised that patient completes and the practice hold a copy within the patients medical record. The original is held by patient, advice that these should be kept on or in fridge. There are also bracelets that can be worn indicated a DNA/CPR held.
 - d. Ticks/Lyme disease – ES raised concerns re increase in these this year and wondered if the practice hold information on these that could be displayed. Posters and leaflets within surgery's. FR to organise posters for village display.
 - e. Dentist – ES advised that the dentist list now closed on Arran, practice not aware FR to confirm.
 - f. Priority Booking for Clinical Staff – ES asked if clinical staff were included in this as aware some clinical staff have been unable to get on and off Island for shifts? Not currently included, RB to take to next Ferry Committee Meeting.
8. Schedule of dates for the next meetings.

MONDAY 3RD FEBRUARY – WHITING BAY – 7PM – Mhairi Smeir to attend

MONDAY 30TH MARCH – LOCHRANZA – 7PM

MONDAY 1ST JUNE – SHISKINE – 7PM