

Arran Medical Group

Action notes of Patient Participation group meeting held on Monday 27th March 2017.

Present: Fiona Brown (Chairperson), Tony Wall, Peter Harper, Sheila Gilmore, Julie Graham, Fred Shortland, Elma Stevenson, Janet Lacey, David Hogg, Fiona Robson, Ruth Betley

In attendance : Marion Gentleman, Colin and Chris Siddle, Robert Cumming, Iain MacLean, Mark Harwood

1. Apologies: Ian Adamson, Helen McCallum, Liz Rose
2. Matters Arising
 - a. Photoboard – the draft of this was circulated and any alterations are needed back by Friday 31st March. Board will then be sent to print and be put up in waiting areas before next meeting.
 - b. Pharmacy Representation – Dawn Thompson and Fionna McPherson will be at the next meeting in Whiting Bay.
 - c. Ferry Journeys – Ruth reported back on email received from Sheen Borthwick-Toomey. Further discussions and options were due to be discussed at the Ferry committee meeting on 10th April. It was hoped a practical solution would be found for this issue.
 - d. Crosshouse Pharmacy letter – no response had been received back from Crosshouse complaints team. Ruth to follow up.
 - e. Appointment slip - this had now been amended and it was suggested that something similar could be used in mainland clinics. Ruth to put suggestion forward.
 - f. New members – Mark Harwood from Pirnmill agreed to join the group. Fiona to take contact details. Sheila agreed to speak with members of Whiting Bay Improvements committee to see if anyone would/could volunteer to join the group.
3. Items for discussion
 - a. Comments and concerns received – there had been comments from Shiskine and Brodick. Ruth went through these and there was agreement that the suggestion from the patient who wanted an update on DNA rates was a good one. There was a general discussion about DNA policy and Ruth explained that a letter to anyone who Did Not Attend for 3 consecutive appointments was sent from herself. The rate was still the same at the moment.
 - b. Arran Service Review – presentation attached. Ruth’s presentation provided an update on this area of work. Peter asked what “home or homely setting” referred to. Ruth explained this related to e.g. care home or sheltered housing. Fred asked about timescales and budgets. Ruth explained that in her new role all allocated budgets were now identified for Arran. The timescale for Single Point of Contact was 12 months from now and the Arran Hub would be 5 years from now. Sheila congratulated Ruth on her appointment and the group conveyed their congratulations and support too. It was an exciting opportunity for Arran. The chance to create excellent health and social care services for residents of Arran would be a challenge but the potential to join services up on the island was a real possibility.

- c. Lochranza concerns – Colin and Chris Siddle described a recent incident with an appointment in Brodick which was then made for Shiskine. This was due to lack of appointments in Lochranza until 18th April. There was a discussion about transport arrangements on the island and how it was impossible to travel to appointments with the current SPT timetable. It was agreed that although there were a range of transport options on the island these were not coordinated. There was a general discussion about ongoing issues with lack of GPs and this means the current service level in Lochranza would not change i.e. one GP and one nurse clinic per week. There was also concern about the change to the phone system (in 2012) with all calls taken in Lamlash. This would not be changing back to the old system. Other than plans to move to a Single Point of Contact, as part of wider health and social care integration plans. The issue of not being able to get through on the phones would be investigated. Marion Gentleman queried the policy on post that was marked “Private and Confidential” for a GP. Anything marked Private would not be opened unless the GP was on leave for a number of weeks. Fiona would investigate and let Marion know what had happened with the correspondence. Robert Cummings highlighted the fact that the shortage of GPs was due to the Scottish Government and not the practice. He suggested that Kenneth Gibson should be invited to a future Patient Group meeting. It was agreed that something constructive needed to be discussed at this meeting if Kenneth agreed to attend e.g. Transport. Fiona agreed to invite Kenneth Gibson to a future meeting.
- d. Care at Home – Helen had asked for this issue to be highlighted as there was a “crisis” for Kilmory residents with no availability of Care at Home for residents who needed it. Ruth explained that at the moment there were a number of vacancies in the team. An advert for staff had been placed recently. It was a difficult area to recruit and this related to a number of factors, affordable housing, rate of pay, and perception of role and was not just an Arran issue. It was hoped with integration plans “generic” roles across health and social care would be developed and a Challenge Fund had been identified by the partnership for developing new ways of working. Ruth was hoping to develop a bid for Modern Apprentices for health and social care. It was noted that there were no easy answers to this issue at present.
- e. SPIRE – Ruth handed out the leaflet explaining what this information extract was for. If patients wanted to opt out this was possible. Fred indicated he would like to opt out. Fiona to action this request.
- f. On Line Appointments – David gave the background to this facility on the practice system. It was agreed that once activated – likely timescale August. The PPG members would be requested to test the service as we did with online repeat prescription requests.
- g. Repeat Prescriptions – Tony highlighted the problems encountered by elderly patients when drug switches were introduced. David explained the recent supply issues and how this means that this issue was not likely to resolve anytime soon. It was suggested that a note explaining the switch and the reason for it, would be beneficial for patients and reassure them that the switch/change was nothing to worry about. It was agreed to discuss at the next meeting in Whiting Bay as Dawn Thompson from Lamlash Pharmacy would be present.

4. Any Other Business
 - a. Medication Reviews – Peter raised the issue of the message at the bottom of repeat prescription order forms requesting that patients make an appointment. Peter attended at the surgery to make the appointment but was told this was not needed. It was agreed that this should be removed from the prescription as it was misleading. Fiona to investigate and alter/remove the message.
5. Date and time of next meeting – Monday 29th May – Whiting Bay