

Arran Medical Group

Action notes of Patient Participation group meeting held on Monday 31st July 2017.

Present: Fiona Brown (Chairperson), Peter Harper, Julie Graham, Elma Stevenson, Janet Lacey, Helen McCallum, Liz Rose, Greg Hamill, Fiona Robson, Emma Ingham, Ruth Betley

Apologies: Ian Adamson, Tony Wall, Sheila Gilmore, Fred Shortland

In attendance : Kenneth Gibson - MSP

1. Matters Arising

- a. Photoboard –The board is now ready. Ruth explained that at the moment the board only refers to the Practice and wondered whether the group should now reflect the recent changes around Integration and cover all services on Arran. There was general agreement to this suggestion. Ruth would review the terms of reference and circulate with the action notes from the meeting.
- b. Pharmacy Representation – Dawn Thompson and Fionna McPherson were unable to attend at short notice due to an emergency. They will be at the next meeting in September.
- c. Ferry Journeys –An outline Clinical Priority Boarding protocol has been suggested and will be discussed at the next Ferry Committee meeting on 14th August. If agreed this will be piloted for 3 months. It was clarified that this was just for emergency clinical priorities and not for planned hospital discharges or appointments. Crosshouse Pharmacy letter – no response had been received back from Crosshouse complaints team. Ruth to follow up.
- d. New members –Sheila had spoken with members of Whiting Bay Improvements committee to see if anyone would/could volunteer to join the group and it was hoped they would be at the next meeting in September. This just left Brodick requiring representation. All members to make suggestions that could be followed up by the practice.

2. Items for discussion

- a. Comments and concerns received –Fiona would circulate these with the action notes from the meeting.
- b. Arran Service Review – Greg provided an update on the work so far on Arran to implement the outcomes of the Arran review.
- c. Terms of Reference for PPG – See item 1a. Ruth would update the terms of reference to cover all health and social care on Arran and circulate with the notes for discussion at the next meeting in September.
- d. Befriending presentation – deferred to next meeting.
- e. On line appointments – these were now up and running and were being utilised by those patients who wanted to. It was noted that with Arran's elderly population this might not be a popular way to make appointments. However it was also noted that during discussion with younger people on Arran this would be the only way they would make an appointment!

- f. What Matters to you Day – this had been held on 6th June and there had been a good response from Arran residents. Findings from the questions would be shared at the meeting in September.
 - g. Transport/Care at Home – Transport - Ruth explained that Arran had been selected as a pilot for a transport hub scheme which would be set up to coordinate all the different transport elements on the island and this would then allow bookings to be coordinated and managed from a central point. Ruth had attended the initial meeting and would provide update reports to the meeting as things progressed. Care at Home – Ruth confirmed that plans were being made for the transfer of this service to the Arran Senior Manager and would keep the meeting up to date as this progressed over the next few months.
 - h. Leaving messages when surgery closed – Tony had given apologies so this item was deferred. Fiona to follow up.
 - i. Whiting Bay concerns – none raised. No reps at the meeting today.
3. Any Other Business
- a. At the last meeting 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. It was agreed to invite Kenneth Gibson to the next meeting to get an understanding of plans in relation to GP shortages. Kenneth gave an overview of current Scottish Government plans to address this and the underlying reasons for the shortages. Summarised below: **to be sent once received**.
 - b. NHS111 – there was concern about the responses received from this service. Ruth agreed to contact NHS24 for discussion about the Arran algorithms as a lot of work was done when the service was set up. It was clarified that this service would remain in situ as it was not appropriate for hospital nurses to respond to such calls as previously happened.
 - c. Recall letters – there were a number of issues raised relating to the content of recall letters. Fiona would investigate and report back at the next meeting.

4. Date and time of next meetings

PLEASE NOTE CHANGED DATES DUE TO BANK HOLIDAY IN SEPTEMBER AND CLASH WITH FIRST RESPONDER MEETINGS

MONDAY 18TH SEPTEMBER - LAMLASH

MONDAY 20TH NOVEMBER - BRODICK