

**DOUNBY SURGERY**  
**Patient Participation Group (PPG) Meeting**  
**Wednesday 15<sup>th</sup> January 2025**

**Present:** Lorraine Flett  
Lynn Runciman  
Christine Northage  
John Stockan  
Dr Tariro Gandiya

Annabel Eltome  
Dr Huw Thomas  
Hilary Morrell  
Kirsteen Hine

**Apologies:** Erlend Nicolson, Anne Slight

**1. Welcome**

Dr Huw Thomas welcomed everyone to the meeting. Lorraine apologised for the long gap between meetings.

**2. Matters Arising**

- **Paper notes** – All patient notes are now held electronically as the paper notes have been back-scanned. New patient notes arrive at the practice electronically. There can be a significant delay in this process when moving to Scotland from England or Wales. Patients requiring extracts from their records can also opt to receive this electronically. Discussed the various IT systems used within various parts of the NHS and the challenges this can bring.

**3. Practice Update – staffing changes**

Lorraine updated the group on changes within the team since the last PPG meeting.

In the admin team Linda Davidson had retired in May 2023 and Alison Kerr joined the same month. Rachel Mowat is currently on leave and in May 2024 Katie Tullock joined on a temporary basis and is completing a Modern Apprenticeship in Business and Administration at Orkney College.

In the nursing team Nikki Bichan retired in March 2023 and Hannah MacDonald joined in April 2023. Megan Hourston returned from leave in September 2024.

Changes within the GP team were that Dr Rebekah Palmer left in October 2023. Dr Joni Miller, who had previously been a Rural Fellow at the practice,

joined in January 2024. Dr Tariro Gandiya is a trainee GP and she has been based at the practice since February 2024. Dr Aneta Filipek left the practice in September 2024. Daniel Martin is a ScotGEM medical student who will be at Dounby Surgery until May 2025.

Two team members have recently been recognised for their long service; 20 years for Angela Hay from the admin team and 15 years for Rachel Thornley who is the practice cleaner.

Dr Huw Thomas updated the group that there would be an upcoming change within the team as Dr Mimi Thomas will be leaving the surgery.

This change would result in only one partner remaining at Dounby Surgery. Traditionally partnerships at GP practices have been made up of all GPs, however, to bring a broader perspective to the running of the practice, Lorraine Flett, Practice Manager and Helen Clouston, Advanced Nurse Practitioner, have been offered partnership. This change would take place in April.

The group suggested that it would be useful to have staff photos displayed.

#### **4. Turnover of GPs – comparison with other practices**

Difficult to draw a comparison with other local practices. Just four independent practices in Orkney now.

#### **5. Appointment process – phone/face-to-face**

Patients can choose whether they would prefer a face-to-face or telephone appointment. Telephone appointments are preferred by some patients. Dr Thomas estimated that around 25% of appointments are carried out by telephone at the patient's request.

At reception, the Patient Service Coordinators are trained to ask patients questions when booking urgent appointments to ensure that they are seeing the most appropriate clinician at the appropriate time. This may also mean signposting to a pharmacy or advising to call an ambulance.

#### **6. Newsletter**

A newsletter would be appropriate to reach people that may not see practice information and news on social media or the website. Does not need to be monthly but when there are bigger changes occurring within the practice. This could be made available in places such as pharmacy, Asda, and the Post Office to reach people that may not be attending the surgery.

#### **7. PPG Group**

- **Any vacancies?** – New members would be welcomed, particularly those from groups underrepresented at the meeting.
- **Frequency of meetings** – Agreed to return to meeting every two months.

- **Purpose of meetings** – Dr Thomas explained that the practice appreciated receiving comments and feedback from the group. Lorraine will check back in the documents from when the group was established to see if there was a mission statement. Kirsteen offered to research this too.
  - **How do patients know who the PPG are, and do they know how to contact members?** – The group suggested setting up a PPG email address for patients to contact with their comments. Any correspondence received could be discussed at the next meeting. The group also suggested that their photos and names could be made available to help people in the community identify them and offer feedback that way. Hilary offered to take photos at the next meeting.
- 8. Any other business** – Dr Thomas told the group about the CARI (Community Acute Respiratory Infection) swabs undertaken at the practice when a patient attends with respiratory symptoms. This scheme is organised through Public Health Scotland and monitors the respiratory infections circulating in communities.

**9. Date and time of next meeting**

The next meeting is scheduled for Wednesday 19<sup>th</sup> March at 12.45pm.