

DOUNBY SURGERY

Patient Participation Group (PPG) Meeting

Wednesday 19th March 2025

Present: Lorraine Flett
Christine Northage
John Stockan
Erlend Nicolson
Helen Clouston
Hilary Morrell
Kirsteen Hine

Apologies: Katie MacLeod, Anne Slight, Lynn Runciman, Annabel Eltome

1. Welcome

Lorraine welcomed everyone to the meeting. As it was Helen's first PPG meeting, she introduced herself to the group

2. Engagement Advisor, Health Improvement Scotland

Alison McCrossan joined the meeting using Teams to discuss the role of patient participation groups. The group discussed some of the information and tools available to support patient engagement on the Health Improvement Scotland website.

The group discussed ways that they could be more visible and to promote their role within the community. Suggestions included sharing information at schools and community groups. Further understanding of the practice demographics would be useful to ensure that the group is representative of the patient population.

The group agreed that their first step would be to agree a mission statement. Kirsteen provided some examples of mission statements for the members to consider.

3. Matters Arising

- **Newsletter** – A surgery newsletter has recently been produced

4. Practice Update

Reception staff have been attending FAST training sessions, these are organised by Chest, Heart and Stroke Scotland. The FAST tool is to help identify people that may have had a stroke. This training is funded by the Scottish Government and is strongly recommended for staff working in GP

Practices. This is to ensure that patients are directed to the appropriate service as soon as possible.

Reception staff have also been attending Care Navigation masterclasses through NHS Education Scotland. This is to support them in communicating with patients and ensuring that they access the appropriate service.

The reception team were delighted to have been nominated in the NHS Orkney awards.

Congratulations to Dr Tariro Gandiya for passing her recent exam and to Nurse Hannah MacDonald for the successful completion of her practice nurse training

5. PPG correspondence

Some questions had been raised through the new patient participation email address.

Q1. How best to help elderly/disabled who may not be able to access the internet or manage a smart phone for making appointments/ordering repeat prescriptions

A. Patients can contact the practice in a variety of ways, for example repeat prescriptions can be ordered by telephone, online or by dropping a written request into the mailbox outside the surgery or handing in at reception. Patients could also arrange for someone to be able to make requests on their behalf.

Q2. Help clarify for patients who they should be asking to see depending on their maladies (Dr, nurse, community nurse, physio of the pharmacist – or even when they should be heading to A&E?)

A. Our reception staff are trained to ask questions and to help identify the most appropriate person or service to meet each patient's needs. Patients are encouraged to share information with the reception team to ensure that they can assist with each request.

Q3. How best to signpost patients to external assistance (SELBRO, Care & Repair, Orkney Disability Form, and the various charities which support activities/classes, such as exercise)?

- A. We do display posters of local services in the waiting room and use our TV screen for this purpose too. Our Drs and nurses may suggest services to patients or they may make a referral to our Community Link Worker who can assist patients to access a wide range of services and groups.

6. Any other business

- **Appointment waiting time** – current waiting time is around 2 weeks for a routine GP appointment, this may be longer where patients request a specific GP. When a patient feels that their problem is more urgent than this, we would encourage them to share information with the reception team.

7. Date and time of next meeting

The next meeting is scheduled for Wednesday 21st May at 12.45pm.