

**Biggar Medical Practice Patient Group (PG) Meeting
Tuesday 13 April 2021
Minutes**

In attendance: Sarah Sinclair (Chair) (SS), Steve Harvey (Deputy Chair) (SH), Barbara Duffner (BD), Beth Anderson (BA), Donald Stewart (DS),

1. **Introduction:** The Chair welcomed everyone to the zoom meeting.

2. **Apologies:** Jean Elliot, Gordon Cunningham

3. **Minutes from meeting on 23 February 2021 and Matters Arising**

The minutes of the 23 February 2021 meeting were agreed.

3a Constitution: It was confirmed that the changes agreed at the last meeting should be reflected in a redraft of the group's constitution along with a clear statement in the Group's objectives to the effect that the Group would not deal with individual complaints. These were for the Practice to handle. In addition to add that individual members should not act on behalf of the Group, except where agreed by the majority, while noting for the minute that no such behaviour had occurred. It was also agreed that a future meeting would use the Participation Patient Group development tool (produced by the Scottish Health Council) to assess progress and areas for development. **Action: Sarah to redraft.**

4. **Ambulance Service**

Concerns were expressed, based on individual instances and the experience of the Practice about the recent deterioration in ambulance response times. It was understood that the gap between capacity and demand was not limited to Clydesdale and that there was no longer a response time target against which performance could be measured.

It was suggested that:

- Those with concerns about individual instances should be encouraged to raise these concerns giving feedback to the Scottish Ambulance Service.
- Sarah would write to the Chair of the Scottish Ambulance Service to ask what was causing the deterioration in performance and what steps were being taken to address the issues. **Action:** Sarah to write to the Chair of the Scottish Ambulance Service.
- The BMPG should run a survey later in the year. **Action:** Donald to add this to an Agenda later in the year, possibly July.

5. **Biggar Action Plan**

Gordon had attended the recent Biggar CC meeting at which the BCC's developing Action Plan was being discussed. Sarah reported that Gordon was not willing to attend further meetings. Sarah will circulate the minute of the March meeting to the Group, which indicated that a survey is to be undertaken to learn more as to what developments people wish to see. She reported that the BCC wish to have input from people outwith Biggar as the town not only serves its residents.

6. **Covid Vaccinations**

6.1 Vaccination Numbers

Donald confirmed that in a 4.5-hour period the Practice (21 members of staff including 9 clinicians) had given a 2nd vaccination to 279 patients who were over 80. This level of vaccination was better than most other vaccination centres.

DRAFT ONLY

It was hoped that the 9 outstanding patients would receive their second vaccination within days.

Donald noted that as of 12 April 54.4% of Biggar Practice patients had received their first jabs compared with 63% overall of Lanarkshire patients. He advised that the Practice records on patient vaccinations, whether carried out locally or at other centres, were automatically updated daily and automatically on the Practice patient records.

6.2 Vaccination Centre Locations

Donald advised that, for the immediate future, vaccinations would be carried out in Lanark or a Supercentre. The use of satellite centres (such as the Municipal Hall in Biggar) had ceased. Sarah raised a query regarding the NHS Border residents 70 -79 group, who had their 1st vaccination at Biggar and whether they would now have to travel to the Supercentre at Motherwell, unlike the groups below them who will attend at Peebles or elsewhere in the NHS Borders area. **Action** Donald to check Concern was expressed by the Group about the costs and difficulties associated with getting a 2nd jab for many on low incomes and/or without their own transport.

6.3 Autumn Top Up

Although there had been some discussion about a possible 'Autumn Vaccination Top Up' no decision had yet been made.

6.4 Vaccine Passports

As with the Autumn Top Up while there had been discussions about possible 'Vaccine Passports' no decision had yet been made.

6.4 Vaccine Communications/ Help Lines

Donald commented on information available when people phone either the National Helpline Number or the NHS Boards' helpline numbers, as often the call handlers can only see who is to be given an appointment in the immediate week, which does not necessarily mean that the individual patient details do not exist as the appointment has not yet been allocated by the respective NHS Board. Donald and Sarah commented on the importance of clarity of information and communication for patients to avoid anxiety. It was acknowledged that the vaccination programme is a major logistical exercise. **Action** It was agreed that the Group will organise a survey in June to obtain feedback on people's experiences to help to inform NHS Lanarkshire and NHS Borders on future delivery.

7 Practice Update

7.1 Patient Numbers

Donald reported that there had been an increase of 80 in the number of registered patients in the previous 3 months. They were primarily in the 45-64 age brackets.

7.2 Staffing

With effect from 1st April 2 new appointments had been made: An Office Manager who would focus on the admin side of the Practice and a Patient Adviser Team Leader who would lead the Patient Advisors. Both appointments were in house promotion.

8 Any Other Business

8.1 Community and Dementia

Barbara reported that she had received information a scheme being run by Voluntary Action South Lanarkshire (VASLAN). Grants of between £2,000 and £15,000 to be used wholly for the benefit of people living with dementia and their unpaid carers/families. The closing date for applications would be 5pm on 28th May 2021. **Action: Barbara to send information to the Group.**

8.2 Audiology

Beth raised an issue about whether the service is open again. Donald confirmed that they are.

8.3 Practice Treatment

In reply to Beth's query about stitch removals, Donald reported that such procedures are offered at the Physiotherapy Building though not every day, which may result in some people being asked to attend at Lanark. He stated that due to Covid restrictions, Minor Injuries at the Kello Hospital is still closed.

9 Date of Next Meeting 18 May 2021 (subject to Donald's availability)