

**Biggar Medical Practice Patient Group (PG) Meeting
Thursday 12th May 2022
Minutes**

1. Introduction and Welcome

In attendance: Sarah Sinclair (Chair) (SS), Barbara Duffner (BD), Donald Stewart (DS) Tracey Forrest (TF) Kirsty Hutchinson (KH) and Jean Elliot(JE)

Apologies: Gordon Cunningham, Steve Harvey and Beth Anderson

2. Minutes from meeting on 24th February and Matters Arising

These were agreed.

3a Ambulance Service: It was expected that a replacement for Mr Philip McAlleer would be in place w/c 25th July and that the promised meeting concerning performance levels would then be arranged.

3b Breast Screening Service: Disappointingly nothing had been heard from the Breast Screening Service about promised BMPG membership of a short life working group. It had previously been agreed that the location of the Mobile Unit for 2023 would be discussed. In 2020 the Unit had been located in Lanark to the disadvantage of members of the Biggar Medical Practice. It was understood that the decision on location had been taken in haste because of poor planning.

It was agreed that Sarah would once again write to the Breast Screening Service but in doing so would involve Craig Cunningham Head of Commissioning and Performance South Lanarkshire Health and Social Care Partnership.

Sarah to write, again, to the Breast Screening Services, involving Craig Cunningham. (SS)

3c New telephone system: TF asked if when callers are waiting for the patient adviser to answer, a message could state what number they are in the queue. SS stated this had also been a request from Lesley Craise of Biggar CC following feedback from their survey about service provision for residents of Biggar. DS confirmed that a numbering system had been introduced this week. The operation of the 'new' telephone system would continue to be monitored. The PG were aware that many other organisations operated a system similar to that being operated by the Practice.

3d Hospital Discharges from Borders General Hospital. SS reported that as had been agreed at the last meeting she replied to the CEO of NHS Borders regarding discharge from the hospital acknowledging the difficulties but asking for good practice to be re-emphasised to staff.

3. Reception – attending at Practice: TF commented on the problem of reception staff not being aware of patients arriving in the waiting room and SS stated she had received similar comments from patients. TF suggested a bell or buzzer should be installed. DS agreed that this would be a good idea. He commented that due to the modification which had been made to the reception area, which aimed to provide patient confidentiality from the waiting room, this was noted as a teething problem with the 'new' Waiting Room. It was a pity that there had been no Patient Group involvement in the design of the new room.

DRAFT ONLY

- 4. Biggar Action Plan Survey** SS informed the meeting that she had been contacted by Lesley Craise of Biggar CC about one of the surveys conducted by the Biggar Action Group. SS said Lesley highlighted a few issues, including transport to hospital/clinics for people in Biggar and as a result a volunteer transport service has been set up. SS said a similar service runs for the Tweedsmuir, Broughton, Skirling area. Lesley said she had sent information about the Biggar service to DS for staff. DS had not received. As this has happened before with emails from Lesley, SS agreed to email her DS's email and the practice email. The survey had also feedback some concerns about the new telephone system (see item 3c) and about the size of the practice building given the increase in population, which SS had advised is owned by NHS Lanarkshire and which has been raised by the GPs with the Board. SS said the results of the surveys are to be on the Biggar CC website, but to date they are not. Lesley had also raised the possibility of doing a survey jointly with the Patient Group. SS said that the Practice and the Patient Group covers 11 CC areas not only Biggar.

SS to ask Lesley Craise for the health survey results which can be shared with the Group for discussion and further possible action.

- 5. Patient Fund:** DS reported that there is £1,900 in the Patient Fund. It was agreed that Donald would ask the Practice if they would like a second 24-hour blood pressure monitor which could be used by Practice patients saving the need for 2 return trips to Wishaw.

DS to ask the Practice if they would like a second blood pressure monitor.

- 6. Patient Newsletter:** It was some time since a Patient Newsletter had been issued by the PG.

Whether to produce and issue a new Newsletter would be included in the Agenda for the next meeting. Next Agenda

- 7. Community Councils – Feedback.** PG minutes are sent to the Community Councils covering areas also covered by the Practice. Only Quothquan and Thankerton and Biggar CCs had feedback any issues.

Next Agenda: decide whether to ask the CCs directly if they wished to continue to receive PG minutes.

- 8. Hospital at Home – Clydesdale.** JE asked about the Hospital at Home set up in North Lanarkshire and whether this should/could be extended to South Lanarkshire. DS stated this is currently under discussion; the remoteness of Clydesdale make Hospital at Home less practicable. There is also a working group looking at the Care for the Elderly with 2 community hospitals as hubs.

- 9. Tweedsmuir Community Council – Representative on Patient Group:** DS had had a query from Tweedsmuir Community Council concerning the possibility of a Community Council member joining the PAG as a CC representative. The PG confirmed that PG members were on the Group to represent patients of the Practice, not any particular Group.

Action: Sarah to email a copy of the constitution to Tweedsmuir CC and ask the CC if an individual would like to contact with view to meeting with SS and DS.

10. Practice Update-

10.1 Staffing: Donald confirmed that: Dr Goldie had now retired having delayed his retirement in response to Covid pressures on the Practice. Dr Stewart has also left the practice and a replacement Partner was being sought. A 2nd Nurse Practitioner had been appointed. DS's replacement was due to take up post in July with DS leaving at the end of July.

10.2 Practice Space Problems The problems with space in the health centre were preventing the Practice from recruiting additional clinical staff.

10.3 Revised GP Contract Progress was being made with the implementation of the revised GP contract. The intention behind the revised contract was to ensure that GPs were able to focus on work for which they had been trained. For example, flu jabs would in future be provided by Health Board staff freeing up GP time. A Pharmacy hub was being established to support the practice based pharmacy staff.

10.4 Appointments Pre bookable face to face GP appointments are not yet available. You can book GP telephone appointments in advance. Nurses do have bookable appointments.

Health and Care Survey. Donald drew attention to a recently issued Public Health Survey. This showed for patients of the Biggar Practice 94% of 111 respondents felt positively about the ease of speaking urgently to a doctor or nurse. 78% of 75 respondents felt negatively about obtaining an appointment within 3 working days.

Link to survey below:

<https://publichealthscotland.scot/publications/health-and-care-experience-survey/health-and-care-experience-survey-2022/detailed-experience-ratings-side-by-side/>

11. AOCB

SS wished to raise the issue of the way forward for the Patient Group, which due to covid restrictions, DS's workload and imminent retirement, together with GPs understandably having to focus on patients and cover for fellow Practice GPs sickness, has meant the Group has not been able to function as fully as before March 2020. SS said this needs further discussion when the new Business Manager's induction period has completed.

12. Date of Next Meeting: This would be arranged for w/c 25th July when Donald's replacement would be in post and Donald able to attend.

Update - 26 July 2022 at Biggar Library, with web link for members unable to attend.

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