

Biggar Medical Practice Patient Group (PG) Meeting
Tuesday 18 May 2021
Minutes

In attendance: Sarah Sinclair (Chair) (SS), Barbara Duffner (BD), Beth Anderson (BA), Donald Stewart (DS), Jean Elliot (JE), Gordon Cunningham (GC)

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

2. **Apologies:** Steve Harvey

3. **Minutes from meeting on 13 April 2021 and Matters Arising**

The minutes of the 13 April 2021 meeting were agreed subject to amendments to item 5. The minutes had confused the Steering Group for the Biggar Action Plan with the Community Council. The former has a membership wider than the BCC.

Amended 5 to read **Steering Group for Biggar Action Plan:** *Gordon had attended the recent meeting at which the developing Action Plan had been discussed. Sarah reported that Gordon was not willing to attend further meetings. Sarah will circulate the minutes of the March Steering Group meeting to the PG which indicated that a survey was to be undertaken to learn more as to what developments people wish to see. She reported that the Steering Group wish to have input from people out with Biggar as the town not only serves its residents.*

3a Ambulance Service. An acknowledgment promising an investigation into the concerns raised by Sarah in her letter to the Chair of the Scottish Ambulance had been received. However nothing further had been heard. It was agreed that Sarah would send a chaser. **Action:** Sarah to send a further letter to the Chair of the Scottish Ambulance Service. **Update Note** – reply received and circulated to members.

3b Kello Hospital Wi-Fi: Donald understood that although there has been a number of issues, relating mainly to the age and structure of the Kello, in installing Wi-Fi an interim service was now being provided. **Action: Donald** agreed to seek further clarification of the position.

4. **Practice Update**

4.1 Covid Injections:

Practice Patients: 56.69% (Over 4,000) had received the first injection, 33.2% the second injection;

Lanarkshire as a whole: 71.00% first injection 35.5% second injection

The number of queries/complaints received by the Practice had reduced to a trickle.

Post Meeting Update: NHS Lanarkshire were now vaccinating those in the 40-49 age groups. The situation in the Borders is not currently known.

4.2 Staffing Update: There were no major staffing resource issues in the Practice. One GP had been required to self-isolate pending receipt of test results. This was caused by a suspected Covid infection in one of the schools.

4.3 **General:** Donald confirmed that, as had been expected as the Covid related pressures decreased, more patients were making appointments for non Covid related issues. In many cases their health conditions were at a more advanced stage than would

have been the case pre-Covid, not helped by the length of waiting time for hospital appointments.

Donald stated that about 40 - 45% of GP discussions with patients are conducted via telephone, with the remainder face to face, which has been the situation throughout. Appointments are 15 minutes rather than 10 minutes, because of PPE and Covid requirements.

5 Premises.

Donald reported that, for the first time since he had joined the Practice, he had some confidence a detailed and professional review of the accommodation needs of the Practice would take place. It seemed that Rural Clydesdale was now a higher priority than had been the case until now. This review was expected to take some time.

The inadequacy of the space in the Practice had meant that it had not been possible to accommodate an experienced A&E doctor who wished to train as a GP.

6 AOCB

- a. **Patient Advisors** Sarah had received very positive feedback on patients' experience with the advisors.
- b. **Breast Screening Services:** In the notes of our January 2021 meeting we mentioned a letter from the Breast Screening Service which referred to a planned 'Lessons Learned Meeting'. As nothing further has been heard it was agreed that Sarah would follow up on the promise of such a meeting. **Action: Sarah to follow up with the Breast Screening Service.**

7 Date of Next Meeting 29th June 2021 1400 (subject to Donald's availability)