

Biggar Medical Practice Patient Group (PG) Minutes

Thursday 20 July 2023 @ 6.00pm

1 Introduction and Welcome

In attendance: Sarah Sinclair (Chair) (SS), Barbara Duffner (BD), David McMunn (DM) Gordon Cunningham (GC), Tracey Forrest (FT) and Dr Barlow (joined at 6.30pm)

Apologies: Jean Elliot (JE) and Kirsty Hutchinson (KH)

2. Members

SS informed the meeting that Beth Anderson had resigned from the Patient Group after 8 years of service. SS and the members wished it to be noted that Beth's contributions to the Group had been welcome and much appreciated and thanked her for her service. DM said he will send flowers from the Practice. SS agreed she will write to Beth on behalf of the Group.

3. Minutes from previous Meeting

The minutes of 11 May 2023 were agreed after noting TF did attend and the MP to attend the Health Fair was not Mairi Black but the MSP Mairi McCallum.

4. Matters Arising

1. DM reported that the Breast Screening Mobile Service will be in Biggar by the Corn Exchange from 8 August 2023 for about 8 weeks. The Group welcomed the return of the service to Biggar and noted the efforts made by the Patient Group, the former Business Manager, Donald Stewart, and the current, Business Manager, David McMunn to secure its return for the benefit of Biggar and the wider community.

5. Practice Update

5.1 SS and the members welcomed Dr Barlow to the meeting.

5.2 DM stated that his email communications have been a problem for some of the Group. He stated that the NHS Lanarkshire security system seemed to be prevent some emails going out and being received. DM will investigate further and SS will into setting up a what's app group for the Group.

5.3. DM reported that David Mundell MP had visited the Practice and has written to Jann Gardner CEO of NHS Lanarkshire about the Practice building.

5.4. Dr Barlow summarised the daily work of a GP at the Practice including the range involved: including triage and face to face consultations, reviewing cases including test results and issuing repeat prescriptions, home visits, attendance at the Kello Hospital and Greenhills Care Home. She commented that patients may see the work as only face to face or telephone consultations.

5.5 DM gave summary of calls and appointments for May and June, in the latter month access to the Practice on the day was just under 80% having increased by 6% on May. He also commented on the Hospital at Home for prevention of admission and for support after discharge. The Group expressed interest in this service and learning more.

He also summarised the Plans for 2023/24

- Improve Patient Access (a new appointment system is coming)
- Development of appointment system – to explore bookable appointments
- Maintain meeting timescale on handling of complaints, with 5 days.
- Maintain development of GP trainees – currently 3.
- Support Medical Student Programme (close relationship with Glasgow University)
- Continue development of phone system
- Remote submission of BP working well.

SS and the members thanked Dr Barlow for attending as she had to return to the Practice.

6. Health Fair Saturday 26th August 2023

David advised on attendees booked for the event, including GPs, Advanced Nurse Practitioner, Practice Nurse and Patient Advisers. It was agreed it would start at 11.00 and end at 2.00pm. A rota for the Group to attend will be drawn up by SS.

Publicity was discussed and the Group asked to disseminate to their communities.

SS and BD agreed to meet to produce information for the Patient Group table about the work of the Group.

7. AOB

7.1 Out Of Hours: GC raised the issue of Out of Hours access in Hamilton being difficult to find and a long drive for people in the Biggar area.

7.2 NHS Borders Health and Social Care: SS asked about communication between the Practice and for example community nursing team for patients of the Practice living within NHS Borders. It was proposed that a member of the team be invited to a future meeting.

7 Date of Next Meeting to be arranged for October 2023