

Biggar Medical Practice Patient Group (PG) Minutes

Wednesday 18th October 2023 @ 6.00pm

1 Introduction and Welcome

In attendance: Sarah Sinclair (Chair) (SS), Barbara Duffner (BD), Lesley Mason (LM), David McMunn (DM) , Hazel Aitken (HA) and Linda Kerr (LK)

Apologies: Gordon Cunningham (GC), Jean Elliot (JE) Tracey Forrest (FT) ,Kirsty Hutchinson (KH), Lorraine Murray (LM) and Naomi Rooney (NR)

2. Welcome and introductions

SS welcomed all to the meeting, in particular two of the new members: Hazel Aitken and Linda Kerr to whom SS had sent the constitution of the Patient Group, which sets out the remit and ways of working. SS asked everyone to introduce themselves.

3. Minutes from previous Meeting

The minutes of 20 July 2023 were agreed.

4. Matters Arising

4.1 All agreed that it was good to see the Mobile Breast Screening Unit again in Biggar in September. It was noted that due to scaffolding at the Corn Exchange, the entrance to the unit had to face towards the high street rather than being positioned to face the buildings and therefore be more discreet.

5. Practice Update

5.1 DM stated there had been a team building and Partner review day. He commented that they will be assessing the Practice mission to see what difference it makes.

5.2 DM listed the staffing breakdown: 6 equity partners, 1 advanced practitioner nurse (APN), 3 practice nurses, 1 health care assistant and 6 patient advisers with the Practice Manager and himself, the Business Managers. It was noted that not all are full time.

5.3 DM gave a summary of calls and appointments for July, August and September. He said there are 15 lines and people are then in a queue, but if all lines are full then callers receive an engaged tone.

He stated they have been able to get much more accurate analysis of how easy it is to get through, how long waiting, how many on repeat dial, how many abandoned calls and getting an appointment. Appointment is classed as speaking with a GP, meeting face to face with a GP, APN or Practice Nurse. The duty GP will contact if the patient states it is urgent. DM stated it was recognised it was frustrating for callers if only

urgent cases are being contacted and given appointments, but sickness also impacts staff.

5.4 Health Fair Saturday 26th August 2023 - DM advised that 99 people attended the event and feedback from all the stall holders was positive stating they would come again. SS thanked the practice staff for their commitment to the day when it was their weekend and DM for his hard work in preparation. All agreed it was very helpful to have a variety of staff from the practice attending.

5.5. Opening hours during the holiday. DM stated that last January when the practice opened on 4th January there were 5,000 calls logged, as people tried to get through repeatedly after the extra long weekend. He said the GPs are therefore considering opening on 2 January.

6. Premises

The property is to be inspected every 3 months for RAAC safety by NHS Lanarkshire. The members reiterated their support for new premises, which had been in the NHS Lanarkshire health plan before covid, and willingness to write to NHS Lanarkshire. DM stated again how the Practice cannot fully accommodate all staff, in particular trainee GPs due to limited clinical space.

7. Kello Hospital

The community are frustrated at the continuing lack of reinstatement of the Minor Injuries at the hospital post covid restrictions. BD had shared a reply from NHS Lanarkshire Nurse Director to Barry Knock of Quothquan and Thankerton CC, which stated in summary that due to staffing pressures there would be no reinstatement of the service soon. **Action** SS will circulate.

8. AOB

8.1 NHS Borders Health and Social Care: At the last meeting SS had asked about communication between the Practice and the community nursing team for patients of the Practice living within NHS Borders and it had been proposed that a member of the team be invited to a future meeting. This had not been possible. **Action** It was agreed that SS would draft a letter and forward to DM to send from the Patient Group.

8.2 NHS Borders services for NHS Borders residents of the Practice

SS raised the issue from local feedback which had expressed concern that some GPs did not know of NHS Borders health and social care services in the community, which NHS Borders residents could access. SS commented that at least an eighth of the Practice patients lived in Borders.

Action DM - While the Practice knows of the equivalent NHS Lanarkshire services, she asked DM to feedback at the next meeting how all staff are informed of the services, including those operating at Hay Lodge in Peebles.

8.2 Patient Group email

SS said it had been raised at the Health Fair with members of the Group that the email was not on the Practice website. SS asked DM to investigate.

9 Date of Next Meeting to be arranged for January 2024

