

Biggar Medical Practice Patient Group

DRAFT Minutes of the meeting of 7 May 2026

Present: David McMunn (Practice Business Manager), Linda Kerr, Hazel Aitken and Sarah Sinclair (Chair)

Apologies:

Lorraine Murray, Gordon Cunningham and Tracey Forrest

Welcome

SS welcomed all to the meeting.

Minutes of 11 February 2026

Minutes were approved.

RAAC (Reinforced autoclaved aerated concrete)

The removal of RAAC was completed two weeks ago.

Dental Building

DM advised that NHS Lanarkshire had now stated that the community teams will occupy the old dental building with no space for the GP Practice. DM advised that this had come as a complete surprise given what had previously been discussed and understood by the Practice.

DM informed the meeting that he had received a call from the British Medical Association that they had negotiated with the Scottish Government the payment of monies owed to GP practices since 2018, which had been signed off by the then Health Secretary, Neil Gray. It was agreed with the BMA that this would be spent in a 3-year plan. The Practice has therefore recruited 2 new locum GPs for one day each week this year. But the challenge is lack of space, due to NHS Lanarkshire's decision. In addition, the expansion of administrative staff to cope with considerable paperwork cannot now happen.

Members were extremely disappointed and concerned by NHS Lanarkshire's decision not to even discuss the matter and to renege on what had been agreed. It was agreed that the Patient Group would write to NHS Lanarkshire's Chief Executive setting out the history of the discussion about the building, the lack of space to operate efficiently given the above monies and ask for a way forward.

ACTION DM will draft the detail and SS to add the patient perspective.

VISION – clinical system

DM stated the introduction of the new clinical system had resulted in two very difficult months. While there had been various challenges, the biggest had been prescriptions and online access. Where there had been a change of email address the transfer did not take place. It had taken considerable time to rectify, e.g. 250 patients had to be entered manually. All of this inevitably resulted in greatly increased phone calls. This had not been helped by the original provider of the system ceasing and a new provider taking over the system.

The good news is that prescriptions are up to date and as online access has improved so have call wait times. On average calling waiting 7 between 8am and 9am and 6 between 9am and 6 pm.

ACTION DM on behalf of the Practice to put out on social media the latest positive position and recognition of how challenging it had been for patients and staff. SS asked members to circulate when DM places on Biggar Practice Facebook page.

AOCB

DM informed the meeting that My Care Scotland (MyCare.scot) app is being introduced across Scotland for patients to be able eventually to access health information and digital letters. At this first phase it holds vaccination, prescription and up and coming appointment information.

SS thanked all for attending. DM on behalf of the patient group will organise flowers for Lesly Mason.

DM will contact with dates for the next meeting in August 2026.