

Arran Services

Action notes of Patient and Service User Group meeting held on Monday 15th April 2019, Whiting Bay.

Present: Fiona Brown (Chairperson), Elma Stevenson, Fiona Robson, Lorraine Hewie, Julie Graham, Peter Randell, Emma Ingham, Colin Mackenzie, Fred Shortland, Graeme Thompson, David Price, Irene Markham, Liz Rose

Apologies: Ruth Betley, Mark Harwood, Janet Lacey

Welcome to new member David Price who will represent Machrie.

1. Matters Arising – Proposed PR second ES
 - a. Diabetic Group – LH confirmed that unfortunately this would not be taken any further due to lack of public response.
 - b. Attend anywhere trial – FS and EI fed back on the trial work being carried out on Attend Anywhere, this is a system like skype that allows you to have face to face conversation using pc, ipad or phone. AMG are looking to use this for practice consultation's and are also working with the wider health care team to see if this could be used for patients mainland review appointments which would prevent unnecessary travel. FS had a successful trail and felt it worked well, however some issue's with trail to other areas of Island, still early testing stages and more work to be done. EI asked for more volunteers for the trail, DP and FB happy to be involved, ES would also be interested but unsure re installing google chrome to pc.
 - c. Green Health Initiative – FB/LH still looking at who and how a green gym could be set up, query raised re insurance and responsibility for any equipment used. Ongoing.
 - d. Joint Working Group – FS has been working through and updating the terms of reference as agreed at the last meeting. FS asked for thoughts on the current terms (Oct 13) and the underlying principal which is 'to help shape the future of primary health care delivered by AMG' Group agreed that yes they would like to follow this principal and had general discussion regarding how they could do this. DP asked about referral waiting list times and potential to do something in relation to this, GT gave an update on waiting lists times and explained how this works, he did feel the group could help in lobbying on areas like this where the Practice are unable to make impact. EI to supply referral waiting list figures for information. FS to continue working on terms of reference with RB/FR.
2. AMG Report
 - a. FR gave an update on staffing changes in the Practice, Dr Hogg, Dr Bloomfield leaving and Dr Gaw and Dr Hamade taking on partnerships. GT gave an update on the appointment of the practice pharmacist and what their role would be, along with other potential roles for the Practice as per the new GP contract, including physio, mental health.
 - b. FR asked the group to think about any particular items they would like her to cover at future meetings. LR asked if we could re-introduce the comments and concerns.

3. My Bus

- a. FB advised that MyBus operational times have reduced to 10.30 – 2.30. Unsure reasons for this reduction in service, LH to speak to Carol at ACVS and may have more information on this.

4. AOCB

- a. Priority Boarding Card's – PR used one of these recently to get off the Island and was really happy with outcome, however this did not cover him for the return journey. In this instance he knew that he would get back that day so would have been useful to have been able to make a booking both ways. FR will discuss with RB re process.
- b. Appointment times for Arran residents – discussion re the number of inappropriate appointment received by Arran residents due to times. This has been looked at before and the practice has been advised automated service that doesn't pick up on postcodes. Agreed the group would look into this direct, DP to do a letter, FR offered help if required.
- c. LR asked what was happening re survey, advised that it had been agreed not to do this at earlier meeting. LR feels this would still be useful to find out what the group can do for patients.
- d. EI asked for volunteers to look at the new website which is nearing completion.

Date and time of next meeting – Monday 20th May – Lochranza