

Arran Services

Minutes of Patient and Service User Group meeting held on Monday 17th June 2019, Lochranza.

Present: Fiona Brown (Chairperson), Ruth Betley, Elma Stevenson, Fiona Robson, Lorraine Hewie, Julie Graham, Peter Randell, Fred Shortland, David Price, Irene Markham, Liz Rose, Mark Harwood

Apologies: Dr Gaw, Colin Mackenzie, Janet Lacey

Members of the public in attendance: Bill Scott, David Baker, Betty Buchanan, Tony Baboolal, Ian MacKenzie, Sharon MacKenzie, Ann

1. Corrections to minutes 15th April 2019
 - a. DP advised no data/information received regarding appointment waiting times and no reference to this on previous minutes. FR apologised, has received radiology waiting times but as yet hasn't been able to locate speciality referral times, FR will chase up.
 - b. IM advised we may have taken down her telephone number incorrectly for attend anywhere testing, correct details given.
2. Matters Arising – Proposed PR second JG
 - a. Attend Anywhere Update – Description of system for Lochranza residents, practice testing has been on hold due to work involved in upcoming server migration. However the system has been used successfully by the speech therapy service and RB held interviews using the system with candidates from as far away as Bristol and Australia!. DP advised that he had not been contacted re testing since the last meeting, FR advised he will be contacted when testing re-starts.
 - b. Green Gym – LH working on this, has details of equipment, now need to look at possible location and which group may take this forward. DP suggested it may be something Auchrannie would be interested in, LR advised that Lamlash Improvements would be interested in finding out more, contact Timothy Billings. LH also gave out information regarding The Friday Garden Party which is held weekly on a Friday by the Arran Community Land initiative. This uses gardening as a way to get out in the fresh air and get fit with others.
 - c. FS has provided his comments on the current terms of reference dated October 13, agreed RB/FR to discuss and then discuss with FS before bringing back to the group. DP asked that we ensure we consider the European data protection guidelines.
 - d. My Bus – LH ran through SPT's response received by Mr Gibson re reduction in service (attached). This shows low usage is the reason for reduced hours, discussed how we could help promote service, this included encouraging villages to set up regular group trips as already done by Corrie and Whiting Bay, and advertising including the Banner. Up to date leaflet attached, FR will ensure each surgery has a supply.
 - e. Priority Boarding Pass returns – PR had raised concern re this at the April meeting, having used the service successfully to attend a mainland appointment for a medical emergency he had asked why Calmac were unable to organise a return trip.

RB explained that it is not seen as a medical emergency, once seen and returning. Calmac were adamant that they wouldn't offer a guaranteed space for this. This could leave patients unable to get home and needing accommodation. PR to take further as a personal complaint. MH advised that cancer patients can get financial support from ARCAS for travel and accommodation if needed. FR to provide figures of how many cards have been used since system set up.

- f. Arran Hospital Appointment Times – Letter sent to NHS A&A. To discuss at next meeting
 - g. Patient Survey – The group had discussed the possibility of putting together a patient survey to find out how they could help, MH never received any questions and it was decided after discussion not required at the moment. Revisit at later date.
 - h. New Website – Progress slow due to the IT server migration, work will start on this again wc 24/06 and EI will be in touch regarding testing.
 - i. Comments and Concerns- This used to be a regular section of the group meetings, however not covered for a while so FR ran through a few of the comments and concerns from the last 3 months (attached), points raised from these were:
 - i. Timescales for results, FR advised usual timescale for radiology 2 weeks, however currently 4, most blood results within a couple of days however some specialised tests take longer. Clinician should be advising the patient when test organised of current timescales.
 - ii. Query raised re directions on medication it was felt 'apply or take as directed' should never be used as only the patient would be aware of this information. FR to discuss with GP's.
 - i. Feedback re what a fantastic job the breast screening service does for the Island. FR advised there had been a large number of DNA's which lead to a discussion regarding a potential drop in service, unsure if this is feasible however FR can feedback.
 - ii. LR feedback re difficulty in getting help with a dementia patient, unfortunately the patient in question is not being seen by the practice/services and due to data protection practice have been unable to get involved. FR will discuss with LR away from group.
3. AMG Report – Apologies from Dr Gaw
- a. FR updated on upcoming server migration and potential impact on patients during 17th and 18th June. Contingency in place and access to a GP at all times.
 - b. Iain Thomson has been appointed as the practice pharmacist he will work across sites with a base in Shiskine. He is the first member of the Multi Disciplinary Team starting to work in practices as part of the new GP contract.
4. Hub Report
- a. RB gave an overview of the hub process for those that have not attended earlier meetings. Should have a decision from the Scottish government by the end of the year.
5. A.O.C.B

- a. DP had been in contact with Martin Cheyne – Chair for Ayrshire and Arran, Regarding the potential use of AI in the future, advised projects happening but no details, RB to follow up.
- b. Crosshouse flat – LR asked if this facility was still available for Arran patients? This flat has not been available for some years and the building no longer there, discussed potential to see if there could be re-provision of this? Suggested it could be something ARCAS may look into.
- c. Carena Pod - ES still looking into cost of this and will report back.
- d. Blue Badge forms – highlighted how difficult and time consuming it is to complete renewal forms for these, FR advised these are dealt with by the council.
- e. LR advised that Timothy Billings was looking into a potential buddy system for patients travelling to appointments. Potentially lots of issues regarding insurance etc. LH to see if something ACVS could look into as part of the befriending service?
- f. Brodick Parking Charges – FR discussed potential issues that will impact on Brodick surgery if these go ahead and asked if group could take this issue up? More information needed – JG has since looked into this further and currently nothing agreed in relation to resident permits.
- g. Fiona Brown advised that she would be resigning as chair and from the group with immediate effect, she has been involved in many groups on the Island for many years and now wants to have a break and spend time doing things for herself. MH proposed thanks which was seconded by RB and the rest of the group. Fiona's work and support for the PSUG over the years is greatly appreciated and she will be missed. Agreed anybody interested in taking up position of chair to let RB/FR know and will be discussed at next meeting.

Date and time of next meeting – Monday 19th August Shiskine Surgery