

Arran Services

Action notes of Patient and Service User Group meeting held on Monday 19th August 2019

Present: Elma Stevenson, Greg Hamill, Liz Rose,, Ruth Betley, Lorraine Hewie, Mark Harwood, Julie Graham, Peter Randell, Fred Shortland, Colin Mackenzie

Apologies: Fiona Robson

1. Matters Arising

- a. Attend Anywhere – Ruth updated on the testing of this new way of providing appointments. Dr Welch was trialling this for GP appointments now that the IT connections had been tested. Ruth would update at the next meeting once this trial has been completed.
- b. Outpatient waiting times – Ruth reported that 84% of outpatient appointments were seen within 12 weeks. There was not a breakdown by specialty available and some waits were much shorter and others longer. This did not include the waiting time for surgery as this was after the initial outpatient appointment had taken place and the waiting time target for this was 18 weeks. However it was noted that this was also variable and depended on things like workforce and vacant posts.
- c. Green Gym – Lorraine had contacted Timothy Billings and was awaiting a response.
- d. Clinical Priority boarding passes – Peter had written to the MSP regarding the Boarding pass and the return journey and the MSP had contacted CALMAC. Ruth has also arranged to meet with Colin McCort to see if progress could be made on this issue. 30 passes had been issued since introduction. There was a general discussion about the transfer and discharge of patients and the new SAS transfer service was making a big difference. It was confirmed that discussions relating to discharge home to Arran would now take place.
- e. New Website – this was now up and running and would be easier to keep up to date than the previous website. PSUG members to look at site and provide any feedback to Fiona.
- f. Carena Pod – Elma had received the costs for the pod. £2075.00. It was confirmed that the pod had been relocated to another GP practice on the mainland where the IT infrastructure could support it.
- g. New Chair – Fred had expressed an interest in the Chairs role. Peter proposed Fred for the role and Mark seconded this. Fred will take up his official role at the next meeting. Ruth has been contacted by David Price to say he was no longer able to be a member of the PSUG .

2. Items for discussion

- a. AMG Update – Greg gave a comprehensive overview of the new GP contract and the various impacts this would have over the coming months and years. There was also an update on the integration plans for health and social care. Lots happening!
- b. Transport Group – Ruth updated on the establishment of this new group for Arran. This was being led by Eccosavvy who had secured funding for a two transport coordinators who were leading on various transport projects. They are looking at developing a lift share scheme and the first step is a user survey to establish

whether there is a demand for such a service. Ruth will share the survey questions with PSUG members.

- c. Shiskine Concerns – None had been raised. Fred had received some comments about recent dispensary issues in Lochranza.
 - d. Medicines and Healthcare Products Agency – survey re patient engagement. Ruth asked if members would be willing to take part in the online survey. Liz would need a paper copy to be sent along with minutes.
3. Any Other Business
 - a. Practice Newsletter – Members asked if this could be sent along with minutes of meetings in future. Fiona to coordinate.
 - b. Colin asked if anyone was aware of plans for Brodick Pharmacy now that existing building had been sold. Elma had been told by David that a new pharmacy was being built.
 4. Schedule of dates for the next meetings. It was agreed these would be every two months.

MONDAY 14TH OCTOBER – BRODICK – 7PM

MONDAY 2ND DECEMBER – LAMLASH – 7PM

MONDAY 3RD FEBRUARY – WHITING BAY – 7PM

MONDAY 30TH MARCH – LOCHRANZA – 7PM

MONDAY 1ST JUNE – SHISKINE – 7PM