

Arran Medical Group

Action Notes of Patient Participation Group meeting held on Monday 23rd January 2017.

Present: Fiona Brown (Chairperson), Tony Wall, Peter Harper, Sheila Gilmore, Julie Graham, Fred Shortland, Elma Stevenson, Janet Lacey, Fiona Robson, Ruth Betley

1. Apologies: Ian Adamson, Helen McCallum, Greg Hamill
2. Matters Arising
 - a. Photoboard PPG members – all PPG members to check and verify phone numbers and provide email addresses for those who have them, for photoboard. (Done during the meeting for those in attendance) Sheila suggested rewording detail of role of PPG members and the fact that any concerns can be passed to a PPG member and this would be raised with the practice. Fiona to update. Photoboard will be ready for next meeting.
 - b. Pharmacy representation – Ruth had sent a letter to Dawn Thompson asking if someone from the Pharmacy could attend PPG meetings. Dawn had confirmed that she would attend the next meeting in Lochranza along with Fionna McPherson a Director of the pharmacy.
 - c. Youth Foundation meeting – Sheila gave feedback following the recent visit to the AYF meeting. Ruth and Vicki Yuill also attended the meeting. This had been a successful meeting and only major concern raised by the meeting was in relation to the recent changes to the school nurse service which meant that this was now provided by the mainland. Ruth agreed to compose a letter from the PPG outlining these concerns to Barry Smith head teacher. Fred felt that a young person should be on the PPG committee. Sheila explained that this had been suggested at the meeting but none of the young people were interested in attending the PPG. Sheila felt the current methods used by the PPG to engage with young people on Arran were more productive. There was then a general discussion about PPG membership and awareness amongst the community about the existence of the PPG. It was agreed to contact the Banner once the photo board had been completed to raise awareness and hopefully increase membership. New members were needed for Whiting Bay and Brodick. Julie pointed out that she had asked for a Pirnmill representative already via the community magazine.
 - d. Kilmory Update – as agreed at the last meeting Ruth and Helen had met to discuss Kilmory issues. A major concern had been prescriptions. As a result Ruth had contacted Gordon Provan at Lamlash Pharmacy and Robert Crawford at the Post Office to discuss the possibility of a Repeat Prescription Delivery service for Kilmory residents. This had been provided in the past. It had been agreed to reinstate the service. Ruth was in the process of setting up this service. Helen had also raised concerns about Care at Home provision for Kilmory. Julie shared her experience of Care at Home working patterns, geography and mileage. Ruth agreed to contact Helen McArthur who was the senior manager from the Health and Social Care Partnership responsible for the service on Arran to get an overview of current provision and any issues.
3. Items for discussion

- a. PPG Terms of reference – Fred had prepared a short paper on the current PPG terms of reference and progress of the group. It was agreed that the PPG terms of reference were fit for purpose. It was more a discussion about progress of the group and also whether it should have more of an advocacy/lobbying role on behalf of AMG. It was agreed that members would give thought to the suggestions and then comments to Fiona. Ruth would discuss with partners. Overall PPG members felt that good progress had been made on many smaller issues but these were still important. Ruth explained that the role of the PPG for the practice was very important and although there were concerns about membership reflecting all member of the community compared to other practices the group was working really well.
 - b. My Bus service – Fiona had circulated most up to date information on this service and it was noted that the criteria and operating hours seemed to be improved. Janet explained difficulties she had experienced with the service. It was felt that AMG had very little control over this service and many other committees were looking at the Transport issue on Arran.
 - c. Comments and concerns received. None received this quarter apart from a thank you letter for an excellent service from the practice from a patient.
 - d. Shiskine concerns – none
 - e. Lochranza concerns
 - i. Bell – this was being sorted out.
 - ii. Block appointments for dressings. Julie highlighted the need to block book dressings if possible so patients didn't need to travel elsewhere. Ruth to discuss with nursing team.
 - iii. Clinics in January and concerns re closure of Lochranza. There had been a lack of communication about a third clinic held in January and this had raised concerns that Lochranza clinics could be lost. Fiona would investigate how the 3rd clinic had not been communicated to Lochranza residents. Ruth reassured that there were no plans to change services to Lochranza.
 - f. Banner Article – Fred had brought a copy of the recent article about “Nations worst” this was an article about elective surgical waiting time target of 18 weeks. National figures had been released and the Ayrshire and Arran Health Board had performed the worst against this target overall. Banner headline had not generated any specific comments to AMG. Elma pointed out that her recent trip for elective surgery had gone very well!
4. Any other business
- a. Appointment slip – this was in hand to be set up following Julie suggestion at the last meeting.
 - b. Ayr and Crosshouse appointments for Arran residents – Tony asked whether there was any way the appointment systems could flag up Arran addresses. Ruth had previously written to the appointments department about this but had been told the Patient Administration System was not able to makes this differentiation between postcodes. It was noted that some Consultant Secretaries were very good at appointing Arran residents and others were not!

- c. Crosshouse Pharmacy – Julie wondered if there was any way the Pharmacy could speed up the process for Arran residents who required take home medicines/prescriptions. Julie to let Ruth have the details and compose a letter to Crosshouse Pharmacy to see if this was possible.
 - d. Ferry journeys – Sheila queried if the discussions regarding access to the ferry for hospital appointments had progressed. Ruth explained that this was still being worked on. An update for next meeting should be possible.
5. Date and time of next meeting – Monday 27th March Lochranza – 7pm