

## **Academy Medical Centre Patient Participation Group**

### **Notes of Meeting held on Tuesday 9<sup>th</sup> January, 2018**

In attendance from the practice Diane Meek and Ashley McGregor

**1. Welcome and apologies** – Apologies were received from Dr. Adam, Margaret Forbes, Mary Hardy, and Molly Anderson

**2. Notes of meeting held on 12<sup>th</sup> December 2017** – were read and approved

**3. Matters arising from the notes not on the agenda** – (a) leaflet 13, previously circulated for comment, changes to text have been made. (b) Recruitment poster for information desk volunteers: Ashley has updated the poster and written the specification for VAA, which was approved by committee.

**4. Treasurers report** – Gordon reported that the balance of account stands at £591.72.

**5. Service delivery and practice update** – Diane stated that Dr. Adam leaves the practice on 29<sup>th</sup> January and the practice is currently re-allocating his patients within the remaining groups. Interviews for an additional practice nurse has taken place and an appointment due to be made soon. Members were given details about (KIS) Key Information Summary. Most patients in Scotland have an Emergency Care Summary, (ECS) this contains basic information about a patient's health. A KIS will contain all the information on the ECS that will help NHS staff if the patient needs urgent medical care when the GP surgery is closed. A GP can create a KIS for the patient, information leaflets are available in the practice.

**6. NHS inform/out of hour's awareness presentation** – A discussion took place about holding this presentation in the practice, inviting Academy, Ravenswood and Lour Road patients to attend, - Diane to follow up with the presenter.

**7. Review of bereavement card** – After discussion it was agreed to remove the poem from the card.

**8. Publicity and web site** – Linda stated that the PPG page is up-to-date, however she commented that the latest news section on the web site requires to be de-cluttered with perhaps bullet point headings.

**9. Practice newsletter PPG involvement** – In future the practice newsletter will be circulated to PPG members for final proof reading prior to general circulated.

Members will be encouraged to respond with comments by return.

## 2.

**10 AOCB – Feedback from Gordon Peterkin** – Gordon reported of a recent meeting he had with Diane with his ideas of promoting what life is like in Forfar and its community facilities.

**Travel health form** – A question was asked whether the travel health form, which can be downloaded from the web site, can be returned electronically once completed to save extra administration, - Diane to investigate.

**Feedback from patients** – Members have asked whether further training can be given to receptionists who answer the initial telephone calls from patients to ensure consistency of approach. Libby asked whether suggestion cards could be produced and displayed for patients to complete. She will bring a sample to the next meeting.

**Availability of alcohol gel for patients use on entering the practice**– Gordon S asked for this matter to be raised once again.

**11 Date and time of next meeting – Tuesday 13<sup>th</sup> February, 2018 at 5.30pm**