

Academy Medical Centre Patient Participation Group

Notes of Meeting held on Tuesday 9th May 2017

In attendance: Dr Kay McCallum and Diane Meek Practice Manager

1 Welcome

Marion welcomed everyone to the meeting, apologies Molly Anderson

2. Notes of meeting held on Tuesday 11th April 2017

Approved as accurate

3. Matters arising from the notes not on the agenda

a) **Review of PPG information on web site**– web site now updated

b) **Volunteer recruitment** - Kathleen to retire from the Information desk. Jack and Anne have offered to volunteer on the desk. Marion waiting to see any more volunteers forthcoming before arranging the volunteer training course.

c) **Committee awareness and agenda planning** - Gordon P attended the PPG agenda meeting and found it most interesting and useful, Jack to go to the June meeting.

d) **Sunday opening chemists** - No update – Ongoing dialogue from the practice to provide quantifiable evidence to back our Campaign for out of hours Pharmacy service. A discussion around unused medication took place and it was agreed to have a patient awareness campaign around how to dispose of unused medication.

e) **Pain information booklets** - in stock and available at the information desk.

4. Treasurers report

Current Balance of account stands at £524.42p

5. Feedback from “Our GP” Event - aims to design future GP digital services
Gordon S attended the event and the three most feasible ideas for future digital services were outlined.

a) **Personal profile tool** – where patients give a short personal profile, which may help GP’s to understand your life and provide care that works better for you.

b) **Digital photo triage** - Many patients visit their GP for a skin condition or minor issues such as a cut or rash, if they sent a photo with their phone or tablet GP’s could advise what to do next, like visiting the surgery or how to manage the condition.

c) **Advice and Information** – many people forget what the doctor has said during the consultation, a telephone App which allows you to record and play back later with useful links to other health information and how to manage your condition.

6. Diabetes event – Friday 16th June reminder to all PPG members to arrive at 1.30pm to help with the meet and greet. Also it is PPG week from the 19th to 23rd June 2017

7. Feedback from meeting with Karen Rankin of Scottish Health Council

Tayside

Marion reported that Ravenswood PPG now up and running and being supported by SHC. Karen will be visiting other PPGs in Angus and is keen to promote the idea of having a PPG forum to share experiences and ideas.

The "Our Voice" document which Marion circulated can be found on the Scottish Health Council website and click on the PPG link. It provides details on different ways that the public can use to give feedback, share views and shape health and social care services.

8. PPG Coffee morning Planning

There was group agreement to print tickets for the coffee morning, and to be on sale at the information desk and reception. Along with the usual poster distribution there were suggestions to promote further through the waiting room screen and information on prescriptions.

9. Academy PPG information leaflet No.12

The information is on the website ready for transfer to leaflet.

10. News from the Practice

- a) Social Prescribing project being extended for another 3 months.
- b) A thank you to Marion from Dr Birds wife Fiona for all the help, advice and Information on the setting up a PPG and information point.
- c) A thank you to the Angus Cardiac Group who donated to the practice £200 toward a Defibrillator machine and 2 Blood Pressure machines. A cheque presentation photograph and press article has been compiled.

11. Publicity and web site

Group picture taken for the website

12. AOCB

Muriel noted queues developing at reception when prescriptions need signing and only one person on the desk. Dr McCallum said there were procedures being put in place to overcome this problem.

13. Date and time of next meeting – Tuesday 13TH June 2017 at 5.30pm