

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

### **Notes of meeting held on Tuesday 13<sup>th</sup> February 2018**

In attendance from the practice Dr. Chris Urwin, Diane Meek, and Ashley McGregor

1. Welcome and apologies – Apologies were received from Mary Hardie, and Muriel Fairley. Libby informed the group that Margaret Forbes had resigned from committee and Avril Simpson had resigned as an information desk volunteer. Our good wishes for the future have been sent to both Margaret and Avril.
2. Notes of the meeting held on Tuesday 9<sup>th</sup> January 2018 – were read and approved.
3. Matters arising from the notes not on the agenda – (a) NHS inform/out of hours presentation - contact has been made just waiting for proposed dates. (b) Travel health form - can now be emailed back to staff. (c) Patient suggestion/comment cards - Libby circulated sample comments cards, and also guidance notes on comment cards from Scottish Health Council for consideration. Diane to discuss with GP partners before taking this suggestion forward. (d) Alcohol gel – Diane stated that the GPs consider it is not necessary to supply gel for patients use. (e) Practice newsletter program – previously circulated. If PPG members have any articles for the newsletter they should be forwarded to the practice in good time for the submission dates.
4. Treasurers report – Gordon reported the balance of account stands at £383.85p after payment of the annual charge for wifi.
5. Service delivery and practice update – New practice nurse Keri Garland has been appointed working 25hrs per week. The new post of physiotherapist working five sessions a week in the practice has been advertised, with a start date in April. The Chaplaincy Service “Do you need to talk” will be doing one afternoon per week run out of the Ravenswood practice and the service is available to all three Forfar practices. The service is non-medical and sessions last for 50 minutes. Leaflets on the service are available in the waiting room and information desk.
6. PPG Patient satisfaction survey – Electronic surveys were sent out to patients who had signed up for the service. To date 48 questionnaires have been returned and updated onto the excel spreadsheet. Surveys will be sent out with prescriptions and given to patients when they attend the practice for an appointment. As with previous surveys we will require at least 300 responses.

## 2.

7. Ravenswood/Academy Practice involvements with 5<sup>th</sup> and 6<sup>th</sup> year pupils of Forfar Campus – Ongoing

8. Publicity and web site – some de-cluttering of the web site news page has been done. A discussion took place on the different ways the practices in Forfar can advertise themselves and their community in order to encourage GP applicants to the area. Dr. Urwin as cluster lead to discuss at cluster meetings. In addition it was agreed a “You said – We did” poster board to be created and added to the blue board in waiting room.

Libby circulated a list of previous PPG activities over the past years, and although we may repeat some of the previous projects we are looking to the PPG members for ideas for the future.

9. AOCB – Ashley reported that Barnardo’s are running a trial drop-in at the practice on the first Monday of the month to give information on their “Support for Families” project. Angus Carers also have a drop-in on a Thursday. Gordon and Libby gave a short overview on a session they had attended on Health Literacy, some of which involved signage in hospitals, appointment letters, dosage on prescriptions, and being consistent with language etc.

**10 Date of next meeting Tuesday 13<sup>th</sup> March 2018 at 5.30pm**