**Inverkeithing Medical Group**

**PPG meeting held on Thursday 8 December 2022 at 12 – 1.15 pm (Online meeting)**

Present: Diana Hamilton, Helen Doig (part of the meeting) Elizabeth McKenzie, Mac McCaskill, Lawson Rennie (part of the meeting) and Colin S Hay

Apologies: Chris Cunningham, Andrea Hynes-Whalley,

Minutes from November meeting were approved.

**Matters Discussed**

BP Pod – Matter still pending. An amended DPIA (Data Protection Impact Assessment) for the BP Pod remains unacceptable and NHS Fife will not add the Pod connection to the computer network until all security criteria are met. Further amendments of the DPIA requested by NHS Fife should be submitted by Wednesday 14th December 2022. If this is acceptable, it is hopeful that the BP pod could be operational in the New Year. If this plan does not materialise, a contingency plan for a manual set up of the Pod may have to be considered. It is recognised that this may not be an ideal solution and will result in a substantial amount of work for Practice staff.

**Menopause Clinic**

Another clinic was held on Monday 5th December and was well attended.

This new way of working is very encouraging. It was noted that while a lot of extra admin time is required to organise these clinics, it results in a saving of clinical time which can then be used to deal with other medical issues.

**Zero Tolerance**

The social media notices have been helpful. Notices have also been placed at the reception desk and reception staff were encouraged to bring this to the attention of patients whose behaviour is unacceptable.

**Staff Absence**

Due to staff absence (unforeseen illness/planned annual leave) the practice has had to cancel and re-appoint patients for clinics. This has resulted in a higher than normal workload.

**DNA Feedback**

There was a reduction in DNAs in November compared to October. (359 in October, 321 in November). The number of patients texting to cancel appointments increased from 74 in October to 127 in November which was encouraging. Diana will prepare new DNA notices for social media and two others for Text Messaging and Closing Dates for Christmas and New Year.

**Recent Local Press Article**

It was noted from a recent article in the local Press that NHS Fife may be looking at outsourcing some GP services for a number of practice who cannot recruit clinicians.

The IMG Practice is fairly stable but very busy due to extremely high demand.

The clinicians are dealing with higher than average numbers of patients on a daily basis.

**Practice Update**

Phone Calls - Last Monday there were 400 phone calls between 8 am and 12 noon. On Tuesday and Wednesday 1,200 calls were received. Diana believes that Fridays and Mondays are the busiest days and is going to research the number of calls on those days. There were three complaints about the phones which are being investigated. While fewer people were being cut off (reasons unknown), the waiting time for getting through to the practice has increased. This is due to large volume of calls received each day. Mac advised the meeting that his daughter had been in touch by phone and had no issues getting care. She suggested, however, that the current introductory message could be improved by having the last item in the message transferred to the start of the message. Diana agreed to look into this.

Due to the unforeseen absence of Community Treatment Room Staff who provide care for patients at the Practice, a large number of appointments (200) have had to be cancelled or rescheduled by IMG admin staff. This has resulted in frustrations for patients and staff.

Mental Health – A Mental Health Triage Nurse replacement has been recruited. The practice should hopefully have someone in place in the New Year.

ANPs – A new ANP will start in Feb/March 2023. The plan is to have the ANP involved in providing a telephone triage/face to face and home visit service.

Notes Scanning - Good progress is being made to digitalise the manual records.

Clinical Software - The new clinical software called ‘Vision’ will replace the existing clinical software throughout practices starting in 2023. No confirmed dates are available at this time but roll out in Fife should commence from next summer. It is already live in other Health Board areas in Scotland. The software will have more capabilities than the current one used by the practice.

Appointment Calendar- Mac pointed out that the calendar is only available 4 weeks in advance. Diana advised that the length of time shown had to be adjusted due to various reasons including DNA results if the appointment is made too far ahead, Staff absence resulting in staff having to cancel/reappoint appointments etc. There are no plans at present to reinstate additional weeks to the appointment calendar.

Mask Wearing – Public Health Guidance is to encourage mask wearing when patients attend for an appointment. Covid isolation period for positive cases is 5 days.

NHS Pharmacy First – The Community Pharmacists role has been extended to cover additional common conditions such as Shingles in patients aged 18 years and over. Diana will update the sign posting leaflet on the practice website to reflect this.

Colin advised the meeting that the option to collect prescriptions from the Dalgety Pharmacy collection box situated outside the pharmacy was not as yet live and pharmacy staff had not heard any further news on when the option will be available.

**Workload Statistics**

**Patient Contacts 8 November - 8 December 2022**

**Advanced Nurse Practitioner 424**

**GPs 3752**

**Health Care Assistants 851**

**Practice Nurses 1405**

**Pharmacist 919**

**Total patient Contacts 7351**

DNAs 321 resulting in 53.5 hours of lost consultation time.

Appointments cancelled as no longer required by patients 127

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Chronic Illness - In January 2023 a new nurse will start training to deal with chronic diseases.

AOCB - The current patient list size is 18209. This could be increased further due to new houses being built in the practice area and the new care home being built in Dalgety Bay.

The date for the January 2023 PPG meeting requires to be arranged.