

**PPG meeting held on 24th March 2022 12 -1pm (Online meeting)**

Present: Lawson Rennie, Diana Hamilton, Andrea Hynes-Whalley, Elizabeth McKenzie, Mac McCaskill, Colin Hay, Helen Doig.

**Apologies**: Chris Cunningham.

**Minutes from Feb meeting**

BP Pod – Further work will commence on 25th April for installation of BP Pod.

Signposting leaflet - Information will be shared in May DB Diary. April diary will focus on group consultation appointments for patients. These will initially be held virtually. Appropriate patients will be sent invitation letters explaining how group consultation appointments work. They will be asked to make an appointment with the healthcare assistant to have a fasting blood test, blood pressure check, height and weight measurement, before they attend a virtual group consultation appointment.

**Appointment System**

The practice is in the process of reviewing the appointment system. Finalised details will be shared with the PPG Group and patients.

**Covid-19**

Covid-19 restrictions, PPE/Infection control and social distancing guidance are still in place for practices in Scotland and will continue for the foreseeable future.

**Easter Bank Holidays**

The practice will be open on Good Friday and Easter Monday for PREBOOKED appointments only. These include pre-booked cervical smear appointments and a ‘drop in’ clinic at both Inverkeithing and Dalgety Bay surgeries for calibrating home Blood Pressure monitors. Mandatory staff training will also be undertaken. Phone lines will be covered by NHS 24. Patients who require medical care on these days will be advised to call 111. Diana will share this information with PPG members to share on social media.

**Practice Update**

Workload Statistics

Period covering 24/02/22 – 24/03/22

GP patient contacts - 3326

HCA patient contact - 771

Nurses contact - 1117

ANP patient contact - 385

336 patients did not answer phone calls from triage GPs or attend planned booked appointments.

One treatment room nurse will be leaving in early April.

Dr Morris will return from maternity leave in March.

Dr Arthur will commence maternity leave in March.

Several members of the clinical and non clinical are isolating due to Covid.

Staff are working from home if they are well enough.

The phone lines have been very busy and 2 callers were reportedly cut off whilst on hold. The engineers have been contacted to investigate this issue. However, it is believed the problem was due to high call demand. When surgery opens in the morning 10 members of staff are answering patient calls (6 in Inverkeithing and 4 at Dalgety Bay) at high call volume times.

The government has produced an information leaflet outlining why GP surgeries are running differently due to Covid.

The practice is investigating a practice Face book and Twitter page for sharing patient information only. Normal means for non clinical contact is via the practice website or email. Phone lines must be used for patient clinical issues.

Virtual Group consultations via the Teams platform will be commencing shortly.

**AOB**

Mac shared an email about an incident which occurred outside the Inverkeithing Civic Centre when a member of the public suffered a fall. It was reported that staff at the practice would not assist the injured person. Diana will look into this incident with her team.

Colin asked if it was possible to set up a dedicated phone line for a patient to call in for a scheduled GP appointment. Diana explained this would not be possible as the work load and priorities are very different every day.

Mac asked if it was possible to send text reminders to patients about a booked GP phone call. Diana explained this was difficult as phone call appointments are not entered into a timed slot therefore text reminders could not be generated.

Diana shared with the group that GPs are keen to return to face to face appointments at some point in the future.

The group spent time discussing different ideas and strategies with technology and software which may help improve the service.

The next PPG meeting will be on Thursday 28th April at noon.