

**PPG meeting held on 27th May 2923 12 -1pm (Online meeting)**

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

**Apologies**: Chris Cunningham, Elizabeth McKenzie.

**Minutes from April meeting**

BP Pod – Diana has written protocol for using the BP pod off line.

Evening appointments – The practice have no plans to return to evening appointments. An extra 11 hours of clinical time is available each week for early morning appointments. GPs start early to see patients before normal working hours.

Clinical services wrongly signposted by reception. – Staff have been given additional training to direct patients to correct services.

**Building Update** – Building work is running 3 weeks behind planned completion date. PPG will have a tour of new consultation rooms, reception and admin offices, once work has been completed.

**Henderson House** – Patient requested more information on GP care within HH. 2 GPs cover HH ward rounds and work with the Matron on duty.

**New care home in DB** – 60 bedded building is nearly completed and will bring new patients into the practice. IMG management was due to meet with the care home management 2 weeks previous but the meeting was cancelled by the care home. No new date for a meeting has been arranged at time of PPG meeting

**Consultation Figures for the period 24/04 – 24/05**

Advanced Nurse Practitioner - 472

GPs - 3680

Health Care Assistants -1026

Practice Nurse - 1282

Pharmacy - 692

DNAs - 331

**Practice Update**

Staff training afternoon 21st June 2023. Practice will be closed from 1pm and NHS24 will handle phone calls to the practice. Staff will be receiving training on BP pod, dealing with complaints and undertaking a smear audit.

Face masks are no longer required in the GP practice.

It is very busy in the practice with routine appointments currently 4 – 5 weeks wait. On the day triage appointments are available for urgent problems that need to be dealt with on the day.

A newsletter is being created by the clinical team to help signpost patients to the right service at the right time. Patients are at times using GP appointments when other service providers may be more appropriate e.g. dentist or physio.

DNAs (Did Not Attend) numbers are increasing again. Notices are being displayed in this waiting rooms highlighting the ongoing issue. The PPG suggested sharing these notices on social media too.

A New Locum will be joining the practice to cover upcoming maternity leave and as a result no patient appointment sessions will be lost.

A New nurse will be joining the practice to work in the treatment room to attend to the chronic illness groups. A nurse is getting trained to do smear tests.

The menopause clinic is going very well and IMG has been asked to attend the Fife training sessions to share the experiences from the menopause clinic. The Scottish Government is encouraging GP practices to run a menopause clinic so IMG are a step ahead with the establishment of clinic already.

The local cluster is providing more treatment room nurses for additional patient sessions.

The minor surgical clinic is back running in the practice.

Spirometry clinic is back after covid and running in Inverkeithing only due to accessibility to open windows.

**AOB**

PPG will plan to meet for in person meetings in the summer once all building works has been completed.

The next PPG meeting will be on Thursday 29th June 2023 at noon.