

**PPG meeting held on 10th November 2022 12 -1pm (Online meeting)**

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

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

**Minutes from October meeting**

BP Pod - Still in progress. NHS Fife is reviewing the Data Protection Impact Assessment (DPIA) submitted by the providers of the POD.

Menopause- online meeting was a great success and attendees who signed up to attend smaller group sessions( between 8 to 10 ) are being sent invitations to attend.

Zero tolerance - Last month has provided less complaints to staff from patients.

**DNA Feed back**

PPG members shared information on social media platforms provided by the practice, on DNA overall time lost. The information seemed quite shocking to the community and hopefully the information will help reduce the high numbers of patients failing to attend for their booked appointments. The group recommended the actual hours and minutes lost to missed appointments should be shared with the community every month. 359 patients did not attend their appointments in the month of October. 74 appointments were cancelled as no longer needed. The missed appointments contribute to long waiting times for appointments.

**Practice Update**

Next year will see the Practice getting a new clinical software as the existing company will be withdrawing from Scotland. However, they have committed to maintain the existing software until the new software is operational. Further details of the changes will be provided to the practice as and when available.

The practice will be closed on 26th, 27th December and 2nd, 3rd January for the Christmas bank holidays

Scanning of patient paper notes to electronic versions is ongoing. The Practice Team has been working at weekends to minimize disruption to normal day to day duties in practice.

Unfortunately, Cluster staff absences have resulted in many cancellations of patient appointments. Practice staff are doing their very best to reappoint patients.

Minor surgery clinics will recommence in January 2023. This will have an early morning slot starting at 7.30am.

Spirometry has successfully restarted within the practice.

Plans are being draw up for the refurbishment of areas in Inverkeithing and Dalgety Bay practices.

Workload Statistics 07/10/22 to 07/11/22

3537 GP consultations

550 Advanced Nurse Practitioner consultations

654 Health Care Assistants appointments

1254 Nurse appointments

860 Pharmacy consultations

359 DNAs

18164 repeat prescriptions items processed

7013 acute prescriptions items processed

141serial prescriptions processed

**AOB**

Andrea asked Diana about plans to have face to face PPG meetings in order to encourage new younger members. There are no immediate plans to return to physical meetings. Current timings will continue.

Colin asked Diana if the practice website was still being well used. The website is still high up on the internet search engine which is a good indicator of visitors. Members were asked to review the practice website and recommend any improvements or changes.

Mac informed the group that the pharmacy in Dalgety Bay now has an out of hours dispensing machine. None of the members were aware how to use the machine and will try and find out and share the information.

The next PPG meeting will be on Thursday 8th 2022 at noon.

Teams link :-

https://teams.microsoft.com/l/meetup-join/19%3ameeting\_MGY0ZWZmMDYtY2FhYS00YzlmLTljN2YtMjZkMTU2ZTVjMTVh%40thread.v2/0?context=%7b%22Tid%22%3a%2210efe0bd-a030-4bca-809c-b5e6745e499a%22%2c%22Oid%22%3a%221b2a36af-c094-484c-927b-072f8b5fb6bd%22%7d