

Strachur Patient Participation Group Minutes of Meeting held on 24 January 2017 at 19.30 in the Surgery

1. Present: Heather Grier, Ian Asher, Margaret Adams. Margaret Asher and Isobel McGladdery

Dr R Coull {Principal) Anne MacLachlan (Practice Manager)

2. Apologies: Elizabeth MacDonald, Sheila Wilson and Margaret Palmer-Brown

Ian took the Chair, and welcomed all.

Topic	Action
<p>3. Minutes of the last meeting:</p> <p>The minutes of the meeting of the 10 October 2016 were read and approved subject to an amendment –Margaret Asher was present. Proposed Ian Asher, Seconded Margaret Adams</p> <p>Matters arising (not in the main agenda) :</p> <p>(a) Website: Ian and Dr Coull still to liaise on setting this up. (b) PPG Constitution to be revisited</p> <p>4. Surgery Funding/Associate GP Post:</p> <p>Heather gave an update. She advised that further correspondence had been generated since the meeting of the PPG on the 10 October last year.</p> <p>She advised that a response from the letter of the 10 September had been received on the 1 November. In essence instead of a period of 20 days to resolve a complaint it was now 20 weeks. On the 4 November a further letter was sent to NHS Highland expressing our dissatisfaction. On 8 December Heather advised she had made contact with the Scottish Public Services Ombudsman’s office. Despite NHS Highland’s complaints process advising a complaint could be raised with the SPSO’s office on the way a complaint was being dealt with, that information is incorrect. On 12 December a</p>	<p>Dr Coull/Ian Heather/Ian</p>

further letter was sent to NHS Highland giving our deadline for a reply. Heather advised she had also copied this letter into the CEO of NHS Highland. The following day Christina West, Chief Officer of the IJB discussed the matter with Heather. On 7 January a response was eventually received dated 29 December. Copies of this response were distributed to members together with a copy of Heather's response which had been drawn up in discussion with Ian.

Members discussed the response from Highland. All agreed it was unsatisfactory and that the points in Heather's reply were relevant and the evidence requested was necessary for members to see transparency.

A reply is now awaited when members will decide the next course of action. However, members were all agreed that the practice must be put back onto a level playing field before we will agree to any other action such as supporting the suggested short term review.

Dr Coull further advised that the practice had put in the FOI request regarding the application process for Garelochhead, where, after interviews he had been advised that the process had been suspended.

He advised that Joyce Robinson and Dr Hall had been present at the interview, although Ms Robinson did not take part as such. Heather suggested that with our issue still on the table, which had involved both attendees, this could perhaps be seen a potential conflict of interest?

Dr Coull also explained the 3 types of GMS contacts available: locums, federations or partnerships. He also updated members on the Police contract, which it seems to members was very one sided re protection on terminating conditions. Dr Coull also advised that he could only cover part of the contract for evenings as there would be no cover at the practice as no associate in place.

Dr Coull advised members that Dr Goudie had taken a permanent locum role in Hamilton on a Wed – Friday weekly. He advised it is harder to get locum cover and members felt this was very concerning.

Members agreed this placed the practice in a disadvantageous position, as they had researched matters and evidenced Highland does not want to spend money on locums and it wants to dispense with, where possible, single handed practices. This would seriously impact on patients and could leave the practice vulnerable to becoming a sub surgery or indeed closed altogether.

5. Strachur HUB:

Ian gave an update. The Christmas party had been a great success, and the HUB continued to grow. The average attendance was 29 per week and there is room for expansion.

Tuesday however not so successful and it was agreed to monitor with Ian, Heather and Kate appraising the situation and then taking a decision to cease or continue in February. Angela However had said she would be happy to run the Tuesday session. Ian advised that the Integrated Care Fund managers have permitted the HUB to purchase a defibrillator cabinet and that Ian will have this installed outside the Hall as soon as possible. CCTV was being considered by the Hall Committee for other purposes and it was hoped that the range would include the cabinet. It was agreed that as this item is potentially life- saving having the cabinet box locked would defeat its purpose.

Heather to check if vat is chargeable on such equipment

Heather

Training was discussed and contact to be made with SAS. Also to include revisiting the first responder scheme.

Heather

Ian also reported about discussions with Takeaway Creative. This was to bring a selection of different possible interests such as French, Ceramics and Woodworking.

He also advised that sandwich making was now being done in pairs due to high volume of attendees and that soup was still being provided by Bay Cottage Tea Room, to whom thanks is an inadequate expression for the support they have given over the past 10 months.

Ian also advised sessions on diabetes management had commenced on 7 November 2016 and completed and Mindfulness taster had taken place in December.

It was agreed that Dr Coull should pay a visit to the HUB.

On transport Ian to contact Robin Miller to check if the Berlingo is available for this coming year.

Ian

Anne asked about the Counterweight programme being run by Jean McKechnie as it did not seem to comply.

Heather to check

She also raised the question of insurance for participants. Ian confirmed the Hall as PL insurance and Heather said that provided all participants are given a clear message at the start of each session on their responsibilities then that surely was adequate. Heather felt we had to get away from all this 'red tape and over-compliance' which made life difficult to do anything in communities.

Heather said she would speak to Jean re this aspect also.

6. Treasurers Report:

Ian advised that the bank balance today excluding donations was £3.2k of ICF money. Donations collected is £1625. Ian has setup a separate account for donations.

7. Health and Social Care Partnership - Integration. Locality Planning (LPG) and Self Directed Support (SDS)

(a) HSCP – Integration:

Heather gave a report. The Integration Joint Board (IJB) were meeting tomorrow. She advised she had analysed some of the budget figures and it appeared the proportion of the total budget of £257m coming from the local authority was reducing. She advised she intended to raise this. She advised some really difficult decisions would have to be made as there will need to be substantial savings made in 2017/18.

The closure of Struan Lodge in Dunoon and Thomson Court in Bute had been 'paused'. There were events happening throughout Cowal and Bute over January and February to seek views and ideas as to the use of Struan Lodge in the future. Visits were arranged to see day care centres in Glasgow for ideas and Heather advised she would be attending with some colleagues from the communications group over the next week.

b) Locality Planning Groups (LPG)

Heather had previously expressed a view that locality planning groups were struggling with the new responsibilities and ways of working. She had attended a development session where the Cowal group was preparing their ideas as to what should be in the plan.

Communications still remains poor but there are signs of improvement in our area.

A new Locality Manager has now been appointed and should be in situ by the end of March.

© **SDS:** Nothing to report.

8. Defibrillator

Following on from the discussions above Dr Coull would supply one from the surgery and suggested the one from Kate's room.

Dr Coull agreed that when the defibrillator needs a service it can be brought to the surgery at the same time as others as being maintained.

Dr Coull to speak to Kate

9. Any Other Business

(a) Hall Committee Nominee: It was agreed Ian would be the HUB nominee

(b) It was agreed to write to the Community Council to thank them for the donation of 'Boccia' Balls

(c) Heather advised that Allen Stevenson, Head of Service East was wishing to meet all GP's in Cowal. If Dr Coull not attending a meeting this evening in Dunoon of GP's Heather would arrange this.

Heather

PPG members: Still willing to assist practice staff with admin matters.

Date, Time & Venue of the Next Meeting in the Surgery- when the OOH rota is known and when we have more information from NHS Highland.