

Strachur Medical Practice Patient Participation Group Minutes of Meeting held on 10 October 2017 at 19.30 in the Surgery

- 1. Present:** Heather Grier, Ian Asher, Margaret Adams, Margaret Asher, Isobel McGladdery, Margaret Palmer-Brown, and Sheila Wilson.

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

- 2. Apologies:** Elizabeth MacDonald.

Ian took the Chair, and welcomed all.

Topic	Action
<p>3. Minutes of the last meeting:</p> <p>Minutes of the meeting of the 10 June 2017 were read and approved: Proposed Anne MacLachlan: Seconded Margaret Adams</p>	
<p>4. Matters arising (not in the main agenda) and brought forward:</p> <p>(a) Website: Ian and Dr Coull still to liaise on setting this up. Ian reported he been in liaison with Dr Coull re a page for the PPG. Still on-going.</p> <p>(b) PPG Constitution to be revisited. still outstanding re set up of the Hub and possible access to funding.</p>	<p>Dr Coull/Ian</p> <p>Heather/Ian</p>
<p>5. Manse Gardens:</p> <p>Heather reported she had attend a meeting at Manse Gardens on the 26th September. The tenants were formally advised that THA were changing from running the development from sheltered to amenity. The warden would be made redundant as of end of March 18 but the assistant would be retained at her current hours. Heather reported she felt that the social work lead present was unaware of the allegations of disruptive behaviour. Heather advised she had written to the Chief Officer Integration expressing her concerns and the IJB meeting on the 27th she had raised these concerns as had Cllr Jim Anderson. The Chief officer undertook to ensure all risks identified would be brought back to the IJB.</p>	
<p>6. Struan Lodge.</p> <p>Ian gave a report. He advised he had been asked by Max Barr, Chair of the Struan Lodge Development Group to join the group. Ian advised that the development group includes Crossroads, Cowal Befrienders and Dunoon Community Council. Ian had given a presentation to the group on our own Hub, and advised Max had visited us recently and discussed our Hub with some of the attendees as he feels our set up should be developed throughout</p>	

Cowal.

7. Strachur HUB: General and Treasurer's Report

Ian gave an update and reported that we had received no confirmation yet about year 3 funding from the Integrated Care Fund (ICF). He said due to this we had reigned in some activities and that the proposed Spanish classes had been held back meantime. The current financial position is £4445 in current account and £3954 from donations. He reported we may have to use £1000 from the donations to see us through till February. Ian advised he and Heather had attended a meeting in Dunoon with the Big Lottery. We had a 1 – 1 meeting with quite encouraging comments. However, Lorna Alquist had also had a meeting and the feedback she received was ICF money was government funding to move care away from acute/central to communities and therefore is core funding, ie its' the responsibility of the HSCP not the Lottery. On the funding for next year from the ICF funds, Heather had already asked Jim Littlejohn and George Morrison re the position and neither of them knew other than it had been passed down to locality planning groups to review.

Ian advised that the average attendance this year at the Hub is 39, with a maximum attendance on one day of 48.

8 Health and Social Care Partnership - IJB

Heather distributed the Integration Briefing Document which gives a summary of all the areas discussed at the meeting of the 27 September 2017.

Main area of concern are the savings required in the next two years of around £20m.

Heather advised that our MSP Michael Russell had questioned some areas of management at the IJB but she felt that he had not read previous papers relating to some of the matters mentioned. However, a programme board to provide additional oversight to the delivery and development of the Quality and Finance plan had been set up and she and Cllr Anderson were appointed. Further with a change in the audit committee structure, she had been appointed chairperson. She felt that would give her a good rounded view as matters progress in the bigger picture.

9. Out of Hours Review:

Heather advised that two meetings had taken place. However full representation needed to be addressed ie NHS24 and Scottish Ambulance Service (SAS) had not been present. Dr Coull commented that the rural involvement in calls etc was quiet but suspected patients were not using NHS 24 because of poor quality of service. It certainly was clear from numbers have increased on a Monday at the surgery and patients often volunteer they did not call NHS 24 because it is far too complicated being passed around. Heather advised she will raise this at the next OOH and commented that Dr Tittmar, the rural GP representative said all the GP's felt the

service was not up to required standard.

It was agreed the practice would keep a log to identify the number of patients that should have called NHS 24 but did not and the reasons why they did not.

Dr Coull also suggested that whilst the rural GP's currently cover north Cowal, he felt that could be expanded south to ensure the hospital is adequately covered. Dr Coull advised he had been asked to cover down in Dunoon when particularly busy. Dr Coull suggested looking at how Belford Hospital in Fort William operates re OOH. Heather advised Skye is being reviewed as to its current model.

**Dr Coull and
Practice Staff**

10. (a) Locality Planning Groups (LPG)

Heather had previously expressed a view that locality planning groups were struggling with the new responsibilities and ways of working and re-confirmed that with the example of the ICF money.

(b) SDS: Nothing to report.

11. Garelochhead:

Dr Coull explained the new proposed model includes district nurses working out of the surgery. When he first bid, he saw the model with Dr Goudie being based there and forming a federation with Strachur. The HSCP stopped the process due to the redesign. He has decided to re-bid but not in the hope of it being successful as he feels the decision has already been made in favour of a local Helensburgh based practice.

12. Scottish Ambulance Service (SAS)

Dr Coull distributed correspondence between Dr Colville Laird, Medical Director of BASICS Scotland and some legal advice re the issue raised by SAS on using liveried vehicles and emergency driving techniques in response to 999 calls ie Blue Light calls. In summary all agreed the legal advisors' quote: 'You are either an emergency vehicle or not' was the crux of the matter.

After a lengthy discussion, all agreed too that there could be an issue particularly in rural areas and supported Dr Coull's approach. All noted that there is no separate funding available to be trained as a BASICS doctor.

13. Any Other Business:

(a) A new computer system is being installed throughout all the practices thus the surgery is closed w/c 9th October 2017.

(b) Dr Coull advised a 3-year police contract was in situ at

previous rates but NHS Highland Inverness had not signed it.

(c) Associate GP:

Dr Coull advised that he would be able to give a full update at the next meeting once he had spoken to all the GP's concerned.

(d) Margaret Palmer- Brown advised she had been at an Conference and was speaking to the Cabinet Secretary for Health and Wellbeing, Shona Robison. She had invited her to our Hub and received an indication she would do so when she could.

(e) **Discharges:**

There are continuing issues re GP's being informed when patients are being discharged. Further Dr Coull advised of a case when the individual was not admitted but was discharged from Inverclyde in bed clothes and slippers, taken to the ferry at 10.00pm in a taxi and left there until the ferry arrived. The patient had no money or phone. Dr Coull had reported the incident to the police as a case of neglect. PPG members supported that action. Heather mentioned she had been told a case where the patient was discharged in the evening but wondered if official complaints had been raised otherwise the incident would not be logged or dealt with by the HSCP.

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

Date, Time & Venue of the Next Meeting in the Surgery- to be advised.