

Strachur Medical Practice Patient Participation Group Minutes of Meeting held on 20 February 2019 at 19.30 in the Surgery

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

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

2. **Apologies:** Sheila Wilson and Elizabeth MacDonald.

Ian took the Chair.

3. Minutes of the last meeting:

Minutes of the meeting of the 2 October were read and approved:
Proposed: Margaret Palmer-Brown Seconded: Margaret Adams

Dr Coull made an amendment regarding Point 2 on page 4. It should read new GMS contract. All noted this.

4. **Matters arising (not in the main agenda) and brought forward:**

Heather reported the item on Palliative Care home visits Out of Hours (OOH) was still outstanding.

Heather

Anne to contact David Morrison from NHS 24 to arrange a visit. Anne reported she is in liaison and to agree a date.

Anne

Ian reported that he has been working with the TSI to form a Scottish Charitable Incorporated Organisation (SCIO) for the Strachur Hub. The paperwork has been completed and sent to the Office of Scottish Charity Regulator (OSCR). The time frame is 6 weeks for approval.

Information to go to the Newsletter from the doctors on procedures when the surgery is closed to be done for the November issue. (On typing these minutes, it appears this was not done and should be also on the surgery newsletter)

Anne

Data outstanding on no of patients who were ill over the weekend but who did not call NHS24 but waited till they came for a GP appointment. Still outstanding as numbers would be helpful.

Drs

5. **Strachur HUB: (a) Treasurer's Report**

The current financial position is £1466.87 in the current account. Heather reported that there is a 99% indication funds will be forthcoming for the following year but maybe reduced. There is an expectation any donations must be used to sustain the model.

Donations fund currently standing at £9,541. These funds are earmarked to 1) maintain the Hub as our bid for funds included a donation contribution and indeed may be further required whilst we look for a new sources of funding on-going and 2) members have been asked if some of the funds can go towards the community bus and we have received a positive response. These funds are therefore restricted in purpose.

Margaret Palmer- Brown raised again about the Co-operative's grants for good causes. Margaret would contact to Co-op in Inveraray and Dunoon re seeking a contribution to the Community Bus fund or any other form of donation.

For the bus, Ian advised funding of £7,500 from the Robertson Trust, £5,000 from Garfield Weston, from Awards for All £10,000, the Mickel Trust £5,000, the Strachur Development Co £1000, Argyll Seafoods Ltd £1000, Friendship Lunch Club £1,000, and anonymous donations of £1200.

The bus cost is £ 32,160 including VAT. Branding has been agreed and on the back door the logos of the grant funders which we will need to pay for.

Margaret Palmer-Brown suggested we put a donation box in the surgery. Dr Coull and Anne had no objection.

Ian

Ian also explained about the over 70 rule for a minibus driver. It was suggested an approach be made to John Wilson. Drew Stewart has offered to undertake the admin duties going forward.

Discussion took place on Insurance. Heather to contact the broker who deals with all her businesses.

Heather

Heather also made mention on the ICF report which she had raised at a Finance Programme board meeting. The Hub is funded by it. Ian advised that over 50% of the funds had gone to one business in Argyll and Bute.... Carr Gomm..... a care provider. Heather understood these funds were for third sector and voluntary organisations not a business to provide care that she felt was really should be part of the core funding. However, she advised that there were patients who may not have been able to be discharged from hospital had the responder service from Carr Gomm in Dunoon not been in place.

6) HSCP/Integration

The new Chief Officer, Joanna MacDonald had been appointed to the post.

With reported financial difficulties within NHS Highland the Sc. Government had appointed two people to review its financial situation and that meant including Argyll and Bute HSCP as 75% of its funding comes from NHS Highland.

A new regime of 'grip and control' has been introduced regarding

spending as there is an indication that there will be a deficit between cost and funding by the end of March 2019.

7a .GP Contract.

Dr Coull felt there was a recognition that what he called a 'cash grab' by the BMA to ensure better funding for the city/larger town practices was becoming an issue in that the rural areas have been disadvantaged. There is a realisation by politicians that the Government cannot have swathes of rural areas without GP cover and this may be the outcome if the matter of a level playing field is not addressed.

Dr Coull reported there had been an accident involving the Inveraray ambulance team and therefore cover had been one down in the area. Normal service had now been resumed.

He reported better communications with control in Edinburgh.

7b. Blue Lights and Emergency call outs.

Heather advised she had seen an interview on television with Dr Jim Ward, Medical Director of the SAS re the change in protocols for ambulances. As reported at the last PPG meeting, a change had been implemented but there was confusion at the what that change had been. There is now clarification in that the triaging of emergencies is now very much concentrating on actual or suspected cardiac arrest/stroke cases as priority call outs. It had been reported that many more lives have been saved. However, that did mean other less clinically urgent triaged cases would have to wait longer.

Dr Coull also advised of a complication of certifying death in an emergency situation, but it is in the process of being clarified

8. Out of Hours Review - Cowal

Heather advised that the IJB had approved the removal of the Cowal OOH review from the savings plan. However, Heather warned that is it likely to come up again as the HSCP continues to implement the new GP contact. Heather advised there requires to be another meeting of the review the group as it had recommended the on-call doctor in Dunoon should not leave the hospital. She advised she was taking this forward after correspondence between herself and Dr Tittmar with Phil Cummins.

Heather

9. Bloods

Ian reported that he and Heather had met Phil Cummins and Jane Williams (covering in Dunoon from Bute) on the 7th February in Dunoon. The purpose of the meeting was to resolve the issue of the transport of bloods.

Following on from the information accessed from the various GPs and

hospitals throughout Argyll and Bute, it seemed the main issue appears to be with the laboratory in the RAH. Both ourselves and Islay Hospital send bloods there and Islay reported issues, particularly on a Friday.

The evidence we had to hand certainly assisted in the presentation of our case.

Jane asked Pauline Murty to join the meeting. Part of Pauline's role is transport. Jane has requested a comprehensive list of the movement of NHS and partner vehicles to see how the issue of the current method of transporting by post can be addressed. Both Ian and Heather will continue to liaise with the HSCP to obtain a satisfactory solution.

Heather
and Ian

Discussion took place of the pilot of the 'ICE', a new system operated by the laboratory for analysis and reporting. The feedback from the lab indicated that posting bloods did not fit the protocols established for working this more efficient system.

10. Time Keeping

Ian raised the question of timekeeping for the appointment times. Several patients had raised this. Dr Coull explained that there are times when appointments do run late and that the clinics were operating on a more of a 'walk in' type of arrangements. Some consultation times for more complicated patients do take longer and that we have an increased number of such cases.

Heather suggested that staff should be ensuring in all cases that patients waiting to see the doctor should be advised as a matter of course if clinics are over-running. Heather said liaison with patients is really important.

It was agreed Dr Coull would write a paper as to how the clinics work and would put it on the website.

Dr Coull

11. Medication

Dr Coull advised there are issues with medications particularly if there are exceptionally complex cases and these are increasing. On the other hand, there are patients who are seeking paracetamol on prescription. Heather explained that the cost of prescribing was rising dramatically and that perhaps for over the counter cheap medicines, patients could be directed to normal outlets. This would assist with the costs and would allow a bit of flexibility in the system for the more complicated and expensive medicines which may be linked to life threatening conditions.

Anne said it may be that patients will need to be asked to give the dispensing 3 days to fulfil prescriptions rather than the current turnaround of 2.

12. AOCB

(a) Mental health:

At the start of the meeting Margaret Palmer-Brown raised some questions over mental health services in Cowal. She gave an example. Margaret asked if it would be possible for Dr Coull, Dr Tittmar and Heather to meet our MSP, Michael Russell and the appropriate health minister to discuss issues on which she had some involvement. Dr Coull and Heather agreed.

Dr Coull
and
Heather

Margaret to advise when an appropriate meeting would take place.

Margaret
P-B

(b) Brexit:

Dr Coull advised he is required to go through the Brexit process for settlement of EU works as he is Danish.

(c) Premises:

Anne reported there is a new lead for estates matters. The surgery had been visited and it was agreed to replace the existing flooring to improve hygiene.

Space is at a premium so moving the flat above into backroom space is subject to a change of use with the local authority. By converting it into official space this would free up the rear office on the ground floor into clinical space. It would also provide a shower for emergency use by staff.

The two rooms below the flat seem to have a computer system that is costing money for a connection but not in use. Anne advised Jane Williams is dealing with this.

The meeting closed at 9.00pm.

Date, Time & Venue of the Next Meeting – TBA

An item omitted from the agenda was an email sent by a patient regarding 'lost' ambulances, looking for properties but no idea where they are situated within Strachur. Ian advised he and Margaret had commenced a mapping exercise a while ago but would update it. Heather agreed to look at St Catherines. **Outcome:** The information to be supplied to the SAS, both locally and A and B wide and copies in the Filling Station and the Bay Cottage.

Heather
and Ian