

Strachur Medical Practice Patient Participation Group Minutes of Meeting held on 23 February, 2022 at 19.30 in the Pavilion, Strachur

Present: Heather Grier, Ian Asher, Margaret Asher, Isobel McGladdery, Margaret Adams & Elizabeth MacDonald

Dr R Coull (Principal)

1. Welcome:

Heather and Ian welcomed all.
Heather took the Chair.

2. Apologies: Sheila White, Mgt Palmer-Brown and Anne MacLachlan (Practice Manager)

3: Minutes of the last meeting:

Minutes of the meeting of the 13 October 2021 were taken as read and approved:

4: Matters arising (not in the main agenda) and brought forward but added as an aide memoire as still relevant:

- (a) **NHS 24:** Anne to contact David Morrison from NHS 24 to arrange a visit. Anne reported she is in liaison and to agree a date. It was agreed it would be beneficial for the PPG members to meet NHS 24 and then invite the SAS. After that we could consider a community wide event.
- (b) **Mapping:** Heather advised she has nearly completed the exercise for St Catherines. Ian has a much bigger area to complete. Still unfinished. This relates to primarily assist the Scottish Ambulance Service to find properties.
- (c) Ian advised that the local Community Policy officer for Argyll and Bute, Laura Evans had been in touch with the Hub regarding Call Blockers and Phone Scams. Heather had been unable so far to find out more about Suicide Prevention.

Anne / Rec staff

Heather & Ian

Heather

(d) **Community Link Workers:** Heather advised the Community Link Workers (CLW) were only being based on town GP surgeries throughout Argyll and Bute and on Islay. There was a budget of circa £250k but not enough funding to put any in rural practices. The purpose of the Workers appears to be a sign posting exercise to direct patients in need of support to third sectors support groups, whose funding is no- core, so how much difference this CLW fund will make re impact and beyond, when the funds run out, is another question. The PPG members felt the £250k could be better spent.

(e) **Anne's Report:** Anne had sent an email updating on some matters.

Blood Specimen uplifts which appeared to be working Well with a service provided each day Monday-Friday.

New GP contract: Have Pharmacy input and CPN should be in the practice within next few weeks.

Physio: Anne reported awaiting to hear on what provision will be supplied re local input.

Anne

5. Chair's Report:

The Chair had nothing new to report unless on main agenda. The Chair noted for the Minutes that the PPG wished to thank and congratulate all working in the Practice for their hard work and efforts of the past two years. Patients had been well looked after, from having prescriptions delivered to homes by staff, right through to efficient telephone consultations and when required, home visits and face to face appointment.

6. Treasurer's Report:

Ian reported the PPG had received £6500, half of the annual grant of £13000, plus retained and not requested to be returned, £1400 brought forward at 1/4/21. He confirmed that amount was enough to see the PPG/Hub through till end of March 2022. Ian advised that the 50% grant may not had been forthcoming if Heather had not noticed it as a cost cut proposal on the IJB papers at the start of the 21/22 financial year. She had challenged that suggestion, as the previous Chief officer had told her, and Ian the Strachur Hub would now be core funded by the HSCP. The grant to us was then returned.

Heather also advised that the Health and Social Care Partnership's (HSCP) budget shortfall in 22/23 is £4.8m but more worrying to end of March 2025 was projected at £19m. Both she and Ian felt our grant is likely to be in the cost cutting section again.

Ian advised that the Strachur Hub trustees had decided last year that the non-restricted reserves and other non-restricted donations would be retained specifically to maintain the Hub for at least another full year whilst seeking additional funding from other sources. Ian confirmed that after several years, where Bay Cottage tearoom donated the soup, the Hub were now paying for it. Ian confirmed that the Hub had been 'back to normal' since September, took two weeks off at Christmas and New year and another late January due to volunteer shortage that week. The Hub lost a few members during the year, but numbers were increasing, and a review of events would be taking place.

Ian advised that the Hub had put in a bid to the TSI, managing a Scottish Govt fund to look at health prevention measures and mental health initiatives, but the outcome of the bid had not been announced.

7. Dr Coull's Report

(a) Medical Staff Matters:

Dr Coull reported that Dr Goudie's health was improving. Bad news is Dr Macbeth was leaving on the 28 February. She had decided to return to spend more time at her Woman's Health clinics in Stobhill. She is however hoping to come to Strachur once a month to run one locally which would be very welcomed by the patients. Dr Macbeth had run a session last Friday and it was well received.

Dr Coull reported that getting doctors to work on a salaried basis in general was becoming very difficult. Most wanted locum work where they could specify what days they will work, and locum pay rates are higher than salaried GP rates.

He advised Dr Ford who has been working at the surgery is flexible and willing to work 3 days a week, but not on set days. Drs Sloan, Higman? and Joffe all willing to work on locum basis. Most doctors are now finding their core values within the health services in general do not ally with the actual job in practice. It seems there is a lot of unhappiness within the medical profession just now.

On the mental health and dementia side, Dr Coull suggested inadequate funding and it seemed there is a move towards delivering such services is towards GP practices.

Further, younger doctors appeared uninterested in GP work. The impression given is that of one of chaos with GP services, which is far from their training undertaken to become a doctor.

Dr Coull reported that Dr Elder, Principal GP in Carradale was retiring and is looking for applicants. Dr Coull had been in liaison with Dr Elder as there may be suitable applicants who could be interested in coming to Strachur.

(b) Non -Medical Staff Matters:

It had been hoped that Sylvia could move into Health Care Assistant role with Kate but so far that had not materialised due to high volume of work in the dispensary. Jackie has been assisting Sylvia in the hope that the plan to move into health care with Kate can materialise as soon as possible as Kate has been very busy.

(c) Patient Numbers:

Dr Coull reported numbers had been increasing steadily. That is certainly assisting our funding, and patients are happy with the services they are receiving from the Practice. Many practices are not doing any face to face, and there are difficulties getting appointments.

(d) Police Contract:

That is ceasing soon. Dunoon Police Station is only operational on a part time basis, and visits required for a Police surgeon to attend have diminished. Further there were issues in cover due to Covid. The new system of use of a doctor from Glasgow via a helicopter to attend ion A and B is not fully operational but been talked about for some time.

(e) Face to Face v Telephone:

Both are offered but patient views on this important.

(f) Dossett Boxes:

This item is linked to (b). Taking a great deal of time so complete each box and therefore impacting on Sylvia assisting Kate. The boxes need to be reviewed, switching to a plastic strip style in the future. Each patient currently receiving a Dossett box would be carefully considered.

(g) Health Board Management Changes.

Dr Coull reported that the Primary Care Manager, Joyce Robinson had resigned her post. His main contact now is Evan Beswick.

8. AOCB

1) Gritting:

A difference of opinion as to whom is responsible for gritting the surgery car park area had arisen. It appeared that NHS were expecting the staff in the practices to undertake that duty rather than the health board. Dr Coull is dealing with the matter.

Dr Coull

<p>2) Phone Lines: A few issues had been reported that calls on the back two lines were not identifying the caller. Now being addressed.</p> <p>3) New Members: Ian reminded that the PPG had its first inaugural meeting on the 11 November 2013. It was suggested again that an effort needed to seek some new members.</p> <p>4) PR and Marketing: Lizzie volunteered to assist in marketing and PR for both the PPG and the Hub. Discussion took place around this to improve the messages for both.</p> <p><u>9. Date, Time & Venue of the Next Meeting – TBA</u></p>	<p>Dr Coull</p> <p>Lizzie/Heather and Ian to progress this and new members.</p>
--	---