

Biggar Medical Practice Patient Group Newsletter

Number 5

Winter 2017

Welcome to the 5th edition of our Newsletter!

Inside > Survey Results, AED's, Patient Fund and Medicines Administration

Report on Doctor First Triage Patient Survey June 2017

Thank you to those of you who filled in the patient survey asking for people's experience of using the Doctor First Triage system for requesting same day appointments which was started in October 2016.

A short survey was emailed to 2,250 patients and printed copies were available in the waiting room. 365 patients replied with 269 saying they had used the system.

93% of patients were very satisfied or satisfied with the outcome when the doctor phoned back, which is great to hear.

Positive comments included:

- Wonderful!
- I spoke to a friendly receptionist.
- Doctor called me back same day.
- Appointment given for next day (non urgent) very pleased with process.
- Great service we moved from Edinburgh and often waited weeks for an appointment.
- This system works well for us and has saved me making unnecessary GP appointments.

However for a minority the new system was not welcomed and feedback included:

- Preferred speaking face to face with the doctor rather than on the phone.
- Inconvenient to receive a call at work and / or did not work locally.
- Mobile reception is sometimes poor.
- Getting a non-urgent appointment was not easy to obtain.
- The call back is not always at a convenient time, so sometimes you miss the call.

The full survey report can be viewed on the practice website: www.biggarmedicalpractice.co.uk

We have shared the report with the practice, who welcomed the feedback and has made a number of changes based on the results of the survey and feedback from patients who have used the system. The updated patient information leaflet can be found at: www.biggarmedicalpractice.co.uk/appointments.html

The practice will continue to review how the triage system is operating.

Thank you once again for replying and telling us about your experience.

From the Community Pharmacy

Compliance aids and Medicines Administration Recording (MAR) charts.

NHS Lanarkshire and North & South Lanarkshire Councils have been working jointly to establish a new Medicines Management system for people who live at home (with illness) and who may require assistance from a 'Care at Home' provider to support them to use medication in a safe manner.

For a small number of patients, an administration service will be required. Under this new method of working, Care at Home staff can administer medicines from individually labelled original medicine packs dispensed by the community pharmacy along with an accompanying Medicines Administration Recording (MAR) chart.

This way of working allows safe administration of medication with an appropriate audit trail, for those who require it, which in turn leads to accurate medicines reconciliation which is vital both in the community and in the event of hospital admission.

This new scheme is currently being phased in as carers receive their training and new patients who have been assessed to require care at the appropriate level are identified.

There are currently a number of patients in the community who receive a weekly multi-compartment compliance aid (dosette box) from the pharmacy but it is not intended to change this unless there is a change in their health or circumstances.

Although dosette boxes can be helpful in prompting patients to take their medicines at appropriate times, they have some drawbacks such as requiring a degree of dexterity to use, they can be inflexible in instances of medication changes and some medicines are unsuitable for inclusion in a dosette box because they are unstable out with their original packaging or for items such as painkillers which are taken when required and not at set times. Indeed, it was been recognised that around 40% of medicines are not appropriate for inclusion in such an aid.

It is also recognised that for a small number of patients, a dosette box will still be the best option and the pharmacy will always try to sympathetically provide the best solution for a patient in need, and we always welcome an opportunity to advise our patients on how to best take their medication.

Tim May, Pharmacist, Graeme Pharmacy

Patient Fund

The Patient Group has setup a 'Patient Fund' for the benefit of patients and welcomes donations.

Any money donated to the Fund by patients, friends and families would enable the Group to buy equipment for the practice for the benefit of patients, that the NHS would not usually provide for a small surgery such as Biggar.

We would aim to buy equipment that will be of benefit to a wide range of patients, young and old, and we would include items which can be used by the nurses and midwives out in the community.

An example of what we could buy is 24 hour Blood Pressure Monitors. Having the equipment locally would negate the need for patients to travel to Wishaw or the Borders General Hospitals to collect and return the equipment.

If you wish to donate or have views on the fund please email patientgroup@biggarmedicalpractice.co.uk or contact Donald Stewart at the Practice.

Automated External Defibrillators

Biggar Rotary have now located Automated External Defibrillators (AED's) outside the Gillespie Centre on Biggar High Street, Abington Village Hall and Symington Village Hall.

The AED's can be used without any training. The machine 'talks you through' what needs to be done and prevents you giving a shock to the affected person if this is not necessary. However, some training is clearly desirable and increases confidence in the user.

Tom Robertson, a retired paramedic, who is now a professional trainer is, on a voluntary basis, offering training to those who wish to understand how to use the AED's. So far he has trained about 40 people in the area. We hope to train 100 in the first 12 months.

Tom primarily uses Biggar Community Facebook as his means of letting people know when his next training session is to be held.

Patient Group Annual General Meeting and Membership

At this year's Annual General Meeting we asked the Practice for feedback on the group's activities. We were particularly pleased when they identified two important issues on which they felt we had made a major contribution to the benefit of Patients and the Practice:

Negotiating with the Ambulance Service to set up a 24 hour operation at the Ambulance Station in Biggar.

Working with NHS Borders to establish electronic communication links between Borders General Hospital and the Practice.

Both issues had been raised by you in our Surveys. We will continue to act on survey results and feedback received by patients.

Although the majority of the group are retired and their contribution is invaluable we do try to ensure the group represents as many types of patients as possible. We therefore endeavour to ensure we have members who are a parent/guardian with young children, someone who is employed and a carer on the practice carers register. In addition we always have one or two senior pupils from Biggar High School.

The practice is represented by Donald Stewart, Business Manager or Irene Smith, Practice Manager and one of the doctors also attends the meetings where possible.

The members reside in a number of locations within the practice area including Biggar, Dolphinton, Lamington, Quothquan, Skirling and Symington.

If you think you can contribute to the group please email patientgroup@biggarmedicalpractice.co.uk or contact Donald Stewart at the practice.

The members are: Anne Swan (Chair)(Currently on a six-month break from the group), Barbara Duffner (Deputy Chair), Jean Elliott, Steve Harvey, Sarah Sinclair, Gordon Cunningham, Eilidh Sandilands, Greg Lindsay and Beth Anderson. Short biographies of the members can be found in the Patient Group section of the practice website.

Kirstin McIlvaney and Rebecca Glasgow are coming on board this month. Kirstin is a working mum with young children and Rebecca Glasgow is an S5 pupil at Biggar High School and hopes to study medicine.

From the Practice

Flu Vaccinations

There are another three walk-in flu clinics between now and 10th November 2017 and are listed in the ‘dates for your diary’ table below. We recommend that if you are in one of eligible groups below you attend one of the clinics to have your free vaccination. Over 1,000 have already received their free vaccination this month. No appointment needed for walk-in clinics!

Eligible Groups for the Seasonal Influenza Vaccine Programme 2017-18

- Aged over 6 months to less than 2 years in a clinical “at-risk” group listed below
- Aged 2 years: all children born on or after 2 September 2014 and on or before 1 September 2015
- Aged 3 years: all children born on or after 2 September 2013 and on or before 1 September 2014
- Aged 4 years: children born on or after 2 September 2012 and on or before 1 September 2013 **who are not yet attending primary school**
- Aged 5 years: children born on or after 2 September 2011 and on or before 1 September 2012 **who are not yet attending primary school**
- Aged 12 to 17 years and in a clinical “at-risk” group*
- Aged 5-11 years who did not receive the vaccine at school, whether in an “at-risk” group or not
- Aged 18 years to 65 years in a clinical “at-risk” group*
- Aged 65 years or over
- Living in long-stay residential care homes or other long-stay care facilities where rapid spread is likely to follow introduction of infection and cause high morbidity and mortality
- Unpaid carers on the practice carers register

We are not allowed to vaccinate patients who are not in one of the above groups or offer the vaccine privately.
* Please contact the practice if you are unsure if you are in one of the clinical “at risk” groups.

Dates for your diary		
Date	Event	Time
Tuesday 31 October 2017	Closed for Staff Training	1.00pm to 5.00pm
Saturday 4 November 2017	Flu Clinic	9.00am to 11.45am
Wednesday 8 November 2017	Flu Clinic	6.00pm to 7.45pm
Friday 10 November 2017	Flu Clinic	8.00am to 12 midday
29 November 2017	Closed for Staff Training	1.00pm to 5.00pm
Monday 25 December	Closed - Public Holiday	8.00am to 6.00pm
Tuesday 26 December 2017	Closed - Public Holiday	8.00am to 6.00pm
Monday 1 January 2018	Closed - Public Holiday	8.00am to 6.00pm
Tuesday 2 January 2018	Closed - Public Holiday	8.00am to 6.00pm

Should you have any comments or queries for the Patient Group please email: patientgroup@biggarmedicalpractice.co.uk or contact Donald Stewart the practice Business Manager.