

Minutes of Yell Health Support Group AGM held on 22nd March 2007 in Yell Health Centre at 8:00pm

Present: Angus, Alexis, Johnina, Victor, Mark, Rosie and Patricia.

Apologies: Rae, Robert, Annette, Dan, Julia Winnie and Charlie

Officer bearers were elected as follows:- Treasurer will be Annette, Secretary Patricia and Chairman Mark. Mark took this opportunity, on behalf of the Support Group, to thank Johnina for being Treasurer since the group started.

Minutes of last meeting were read and agreed.

Matters arising:

Ambulance: There has still been no formal training from Scottish Ambulance Service. The reason given is that Whalsay have lost some of their drivers recently so training has been concentrated on their new staff. Mark and Rosie will chase this up again.

Website: This now appears in search engines. Mark urged everyone to have a look at the site and any suggestions would be welcome. Newsletters and minutes from these meetings will be on the site.

Young people: Rosie has not contacted the school yet about the young persons involvement in website etc. There have been big changes at school with the abolishing of school boards and creating of new parent led groups, so Rosie it felt it was best to get these sorted first.

Items for purchase: Patricia has compiled a list of everything that the group have purchased over the years. Everyone agreed that it was surprising how much there was. Patricia asked Johnina if she could check receipts to double check that nothing was missing from the list.

Fit Club: Preliminary meeting has been held. Approximately 10 people attended.

Meeting of 22nd March:

Satisfaction survey: The same survey was used as last year so the same questions were asked because this enables comparisons to be made. The results have been discussed as a practice. Generally all questions seem to be down by 5% but we are still 20% above the national average. All comments had been noted by the practice and relevant training would be undertaken.

One issue is waiting times. Timing of appointments had been changed following a previous survey and it was felt that this was working better. It is very difficult to eliminate people. There was a comment about the difficulty of having to wait to see a doctor whilst a driver was waiting for the patient. Ways around this could be to give such patients early appointments, because these are less likely to be running late, or to avoid Mondays or Tuesdays since these are the busiest day. Receptionists usually know who needs transport but we could ask patients to inform them if they have a driver waiting.

Another comment said that it was difficult to complain. Whether this meant it was difficult to lodge a complaint or that there was little to complain about was not clear. Patricia suggested making the notice in the waiting room more obvious and moving it so that it was easier read.

One way that the practice felt they could improve things for the patients would be better use of e-mail. It would be essential that these have an auto-reply so that the patient knows their message has been read. E-mail could be used to order repeat prescriptions, to make appointments or for general medical queries, as long as these were not urgent. Any consultation would be filed in the patient notes. Such messages should be addressed to the office e-mail address simply so that they are acted on as soon as possible. If anyone had a confidential message that they did not want reception staff to read, the subject could say "Confidential – for the attention of" Reception staff could forward this on or inform the sender if the recipient was on holiday etc.

It was generally agreed that the practice did an excellent job.

Use of mobile phones: Johnina asked if any more thought had been given to the use of mobile phones for text messaging. Mark and Rosie thought they would need a lot of training before this could happen and a mobile would need to be bought for surgery use. There is a mobile for use when GPs are not near a landline but this is for emergency use only. Vodafone coverage still does not cover the whole of Yell. Patricia will write to Vodafone asking for better coverage and copy letter to Yell Community Council.

Waiting room radio: The lack of radio signal in the waiting room was discussed. Patricia to speak to Billy Williamson to see if he thinks this could be helped by installing an aerial. Digital radio is not possible without a satellite dish. Mark suggested that we also contact Health Promotion department about DVDs that could be played in the waiting room.

**Next meeting to be held in Yell Health Centre on 28th
June at 8:00pm**