

Dr E Wilson  
Dr J Sheward  
Dr N Dupakuntla  
Dr A Makam

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## **PATIENT GROUP MEETING**

**WEDNESDAY 20<sup>TH</sup> MAY 2015**

### **PRESENT**

Dr J Sheward  
Dr D Dupakuntla  
Dr A Makam  
Vicki Smaller – Practice Nurse  
Tracey Malone – Practice Manager  
Aileen Galloway – Senior Receptionist  
Alex Kelly – Patient  
Heather Muir – Patient  
Duncan Muir - Patient

## **AGENDA**

### **INTRODUCTIONS**

Introductions were given by everyone as Dr Dupakuntla and Dr Makam were new partners within the Practice since the last meeting.

### **CHANGES WITHIN THE PRACTICE**

Practice Manager informed the patient group of the changes within the Practice.  
Practice Manager now returned to work 28 hours since her maternity leave.  
Vicki Smaller, Practice Nurse returned to work doing 20 hours since her maternity leave.  
Dr Lau has retired from the Practice and Dr Dupakuntla is a new full time Partner.  
As of 1<sup>st</sup> April 2015 Dr Wilson has reduced her sessions from 9 to 4 sessions and currently be working all day Thursday and Friday.  
As of 1<sup>st</sup> May the Practice has employed another female partner Dr Makam, who is working 5 sessions, all day Monday, half day Tuesday and all day Wednesday.

### **DR DUPAKUNTLA – TALK ABOUT THE ARRIVAL OF THE STUDENT**

Dr Dupakuntla explained to the group that the Practice had recently been granted approval as an accredited training practice for training doctors and medical students in various grades. These trainee Doctors and medical students work under close supervision of the GPs in the Practice. Patient may be asked when attending for consultation if they are comfortable with these Doctors and Students sitting in on your consultation.

Dr Dupakuntla asked the Patient group if they would spread the word to patients to re-assure them that the Practice having a student is a good thing and for the Practice to be training and shows that the Practice is performing well.

The Patient Group suggested that it would be a good idea for the Practice to advertise the student and suggested perhaps an article in the local newspaper and a laminated information sheet for patients. It was also suggested that it may be beneficial to have a copy of our newsletter in the Carrick Centre and in the Town Hall.

## **TEA AND COFFEE**

### **MESSAGE IN A BOTTLE**

Practice Manager made the group aware of an initiative which has now been taken over by Ayr Rotary. Practice Manager explained the purpose of the message in a bottle and asked patient group for their help in communicating this to patients.

Patient Group thought this was a good idea and took some bottles for themselves and for vulnerable friends and family.

Mr Kelly highlighted that this scheme had been ongoing for years and was previously South Ayrshire Council.

### **AOB**

#### **Safety Climate Report**

Practice Manager had brought along the results of a Safety Climate Report that the Practice was asked to undertake as part of the Quality and Safety Indicators last year. As time permitted the group was asked to have a look at the report and copies were given to take home and look over with the intention at the next meeting to discuss what the Practice findings were and let the Group have a read of the final report. Patient group thought the Climate Report was a good thing for practice staff.

Patient – Alex Kelly

Mr Kelly wanted to ask if the Practice knew anything about what was happening with the upstairs of the Health Centre. Dr Sheward explained that the numbers have declined and therefore patients who are fit for discharge are being sent to Girvan. There was some discussion around this.

The Practice is not aware of any future plans to the upstairs of the building currently, however will update the group if any developments occur.

#### **Next Meeting**

It was agreed by the patient group to continue with the meetings and to arrange a meeting for some time in September. Practice Manager will arrange a date and will inform the group.

There was some discussion about trying to recruit and advertise the group again and what the Practice could do to try to encourage new members.

### **FINISH**