**Community Councils Liaison Meeting**

**at Dingwall Medical Centre 23/10/2023**

**Attendees :**

Dr Miles Mack, Dingwall Medical Group (Chair)

Manuela Flueckiger, Practice Manager, Dingwall Medical Group (Minutes)

Christine Mackintosh, Marybank, Strathconon & Scatwell Community Council

Sadie Harris, Garve & District Community Council

Paul Cottis, Ferintosh Community Council

Ron McAulay, Strathpeffer Community Council

Charles Hepburn, Maryburgh Community Council

Laura Kermath, Community Links Worker

Finlay Overend, Student, Dundee University

**Apologies:**

Jack Shepherd, Dingwall Community Council

Norma Ross, Contin Community Council

Conon Bridge Community Council in abeyance

Everyone was welcomed to the meeting by Dr Miles Mack (Chair). Apologies were passed on from those unable to attend.

**Minutes 17/07/2023**

The minutes were confirmed by all attending.

Action update:

* Postcodes: Manuela has sent the patient numbers to the councils who have provided their postcodes. Manuela can’t provide the numbers without knowing which postcodes belong to the councils. If any council would like the patient numbers in their area, please send the relevant postcodes to Manuela.
* Text messaging from DMG to community council patients relies on postcode information from the community councils. Limited use for now as only a few councils have provided postcodes so far
* Posters have gone out and are being distributed by Community Councils

**Terms of Reference**

Terms of reference have been updated with the grammatical change highlighted by Ron McAulay. No further requests for change/update at the moment.

**Request for discussion items from participants**

**Sadie Harris**

Sadie highlights the difficulty, if not inability, for residents to register with a dentist (NHS or Private). GP’s are not taking patients with toothaches which creates pressures for patients if they require pain relief or antibiotics.

The NHS helpline is for emergencies only and no aftercare is offered once the patient was seen.

NHS 24 refers back to the dentist if phoned before 6pm, which doesn’t help as there are no dentists to register with in certain areas.

Unfortunately as this is a dentist issue the GP Practice cannot help. This would be something to bring up with the NHS Healthboard.

**Christine Mackintosh**

There is an Event planned by the Dingwall Community Council at the British Legion in Dingwall this coming Wednesday (25th October) at 7.30pm to discuss St. Clemens School and Ross Memorial Hospital. This may be interesting to attend. Some Community Councils were not aware of the event.

**Miles Mack**

The local District Manager is keen to develop Ross Memorial Hospital and has implemented a number of services to ensure its viability. However Community Hospitals are not mentioned in Scottish Government planning and the MIU (Minor Injuries Unit) is temporary closed.

Pushing the idea of Community Hospitals, it would be ideal if consultants could visit Ross Memorial instead of patients having to travel. It would make appointments more accessible, reduce transport costs, and be better for the environment. There are also other services that could be provided locally such as iron infusions and other outpatient care.

**Dingwall medical group update**

DMG still has a large number of students coming to the Practice for their placement, and we keep supporting GP trainees to become much needed GP’s in Scotland.

2 of our past students have been able to celebrate success by presenting their posters at the Royal College of GP’s UK conference.

One of the students was analysing a death spike in January 2023 which has shown an increase in respiratory illnesses combined with a lower rate of vaccines in people who have died of respiratory illnesses. This has raised a concern that the present system of vaccinations does miss patients.

One concern raised by Community Councils was that people believe they have to have both Covid and Flu vaccines. It was not clear to some that they have a choice to decline either and only have Flu or Covid. The difficulty for people to access vaccination continues with a very limited number of local vaccination clinics in rural areas and the requirement to travel which puts a lot of people off.

The other student was analysing continuity of care within the Practice. This is focussed on five categories of patients:

1. Active cancer diagnosis
2. Alcohol and drug problems
3. Complex mental health
4. Complex medical care
5. Other reasons at discretion of clinician

Despite a difficult January 2023 with Strep A, the Practice has overall improved continuity of care from 49% to 66% in 7 months. His poster won the Student Poster competition at the conference.

**Date of next meeting**

The next meeting date has been agreed to be in January 2024 again on a Monday at 2.30pm on MS Teams. Manuela to confirm the date and send invite.

It was requested to invite Kenny Rodgers, District Manager Mid Ross District, to the next meeting to allow a discussion about Ross Memorial Hospital.

Thank you for your attendance.

Dr Miles Mack

Senior Partner, Dingwall Medical Group

**Dingwall Medical Group Values Statement**

*“Dingwall Medical Group aspires to meet the primary care medical needs of individuals and the local community, providing excellent patient care, as part of the primary care team****.***

*We are committed to train the next generation of doctors, clinical and non-clinical staff and maintain a high-quality educational environment. We wish to promote a safe, secure and rewarding environment for all who work within and visit Dingwall Health Centre and provide accessible services for our patients whilst reducing our environmental impact on climate change.”*

We believe these values should underpin our actions and look for help and guidance if our actions and our values are seen to diverge.

Dr Miles Mack on behalf of Dingwall Medical Group, March 2023

**Action list**

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| **Action** | **Who** | **Completed** |
| Postcodes of Community Councils sent to Manuela Flueckiger | Community councils | Some received |
| List created with community council population vs number of patient for each community council in line with Postcodes provided. | Manuela Flueckiger | In process, some postcodes received and done |
| Explore text messaging from DMG to community council patients with info to volunteer services | Manuela Flueckiger | Would need postcodes (see above) to ensure the correct patients are contacted |
| Send a joint letter to Highland Council regarding the cycle path debris removal – await response | Bruce Morrison | 23/03/2023 |
| Community Councils to share current activities with Laura Kermath | All | ongoing |
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**Completed actions**

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| **Action** | | **Who** | **Completed** |
| Review wording of Terms of Reference to ensure communication flow is both ways | Miles Mack  Manuela Flueckiger | | Completed |
| Create poster highlighting the liaison work for community councils to use on social media and/or on notice boards | Manuela Flueckiger | | Completed |
| Invite Links worker to next Liaison meeting | Manuela Flueckiger | | Completed |
| Ron McAulay to pass on trike contact @ Dingwall academy to other community councils | Ron McAulay | | Completed |
| Manuela Flueckiger to share CC and Laura Kermath contact details with all for contact | Manuela Flueckiger | | completed |
| Send Dentist Helpline phone number to all Community Councils | Manuela Flueckiger | | Completed |