

# **PATIENT PARTICIPATION GROUP**

## **Carnoustie Medical Group 20<sup>th</sup> September 2011 at 10.30am**

**Present:** Ronald MacDonald Shirley Manknell Jean Brown  
Harry Taylor George Black

**Apologies:** Harry Chaplin, Michael Richardson, Tracy Smith

**In Attendance:** Jean King – Group Business Manager  
Val Adam - Secretary

### **Welcome**

Mr MacDonald thanked members for attending.

### **Apologies**

Apologies were given for the members unable to attend.

### **Minutes of the Previous Meeting – held on 26<sup>th</sup> July 2011**

#### **a) Approval of Minutes:**

The minutes of meeting held on 26<sup>th</sup> July 2011 are on the website but not formally approved yet. It was decided that when minutes are initially placed on website but not yet approved to state “subject to approval”.

It was also agreed that the agenda for the next meeting will be sent out one week prior to the agreed date and to remind members to check email sent (giving date) when minutes of previous meeting were sent.

#### **b) Matters Arising:**

- **Angus Physiotherapy Service**

The drop-in service at Arbroath Infirmary has now been discontinued.

Steroid injections on upper limbs are now available on the NHS. Carnoustie Medical Group has provided this service for many years with the GP partners giving financial support for a physiotherapist to undergo training. Jean will review with local staff.

According to the physiotherapy leaflet, patients must have their assessment and all their treatment at the same place, they cannot transfer to another centre once treatment started. One member stated that this is not the case and that you can start your treatment in one centre and transfer to a closer centre for further therapy. Mr MacDonald has asked if we could write to the

physiotherapy department to clarify this. **Post Meeting Note:** an enquiry was sent by email to Audrey Judge, Physiotherapy Manager on 7.10.11.

Physiotherapy referral forms – Dr Galbraith's name appears to be on these referrals, the reason for this is unclear as the forms are not generated by the Health Centre. Mr MacDonald brought with him another physiotherapy referral form which he had designed – this will be emailed to the group for further discussion and then to be presented to the physiotherapy department.

- **Questions to Ask**

At the last meeting two publications were agreed – the one with pictures and an amended version of the lung foundation leaflet. It was agreed that the 'Questions to Ask' with pictures should be placed on website and marked 'Easy Read'.

The amended version of the lung foundation leaflet will be further amended by Shirley Manknell and discussed again at the next meeting. Jean will then show the final product to the GP's and if approved the group have asked if this could be displayed as a large poster on the main wall in the patient waiting area. Jean has stated that due to strict rules imposed by the landlords of the building we would be restricted in how and where this could be positioned. The group also asked if it could be printed off in leaflet form as well as placed on the internet. This will be considered by the GPs in due course.

Mr MacDonald also brought with him another leaflet 'It's okay to ask!' which was agreed would be a useful leaflet to have on the website. It was agreed that an article relating to this should be in next newsletter and, if possible, leaflets provided in the practice.

- **Minor Ailments**

There is information on the website regarding minor ailments. It was agreed by the group that warning signs/cautions for both children and adults should be placed on the website before the illnesses and conditions.

- **What can the Practice reasonably provide for patients which it is not offering at present**

**One-Stop Service** - Some group members asked why some GP's take bloods at appointments when others ask patients to make an appointment with a nurse to have bloods taken. If required after 1.30pm the bloods cannot be taken, as the van collects all samples in early afternoon only. As GPs have carpets in their rooms, it is good practice not to take blood in this environment due to possible infection control issues, whereas the nurses have washable floors should any spillage occur.

**Information Improvements** - The group felt that the GP's should give patients more information and should inform them of their findings, eg. blood pressure, chest examination.

**Communication** - Group members have stated it would be helpful if patients could be informed when a GP is running late with appointments. This does occur but is inconsistent.

**Long-term Medical Conditions**

Shirley Manknell asked if the Practice could provide periodic information days on specific topics but Jean said it would not be possible for the practice to do this at this time. However there are many groups already set up in Angus who are only too happy to help and there has been a recent launch of a self-help toolkit to aid professionals give patients better information.

**c) What can Practice reasonably provide for patients which they are not offering at present**

Group to think about this and feedback to Val who will correlate and distribute to group prior to next meeting.

**d) Change(s) I would like the Practice to Consider or Make**

To be discussed at next meeting.

**The next three Patient Participation Group Meetings will be held on:**

**Tuesday 18<sup>th</sup> October 2011, 10.30am – 12 noon**

**Tuesday 29<sup>th</sup> November 2011, 10.30am – 12 noon**

**Tuesday 10<sup>th</sup> January 2012, 10.30am – 12 noon**