

**Patient Participation Group.
Carnoustie Medical Group
24 October 2011 at 2:30pm**

Present: Harry Chaplin Howard Evans Ronald Macdonald
 Tracy Smith Harry Taylor

Apologies:

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

1. Welcome:

Mr Macdonald thanked members for attending

2. Apologies for Absence:

No apologies were given.

3. Angus Long-Term Conditions Support Groups:

Harry Chaplin informed those present that the Angus Long-Term Conditions Support Groups (ALTCSG), of which he is a member, had been asked by Sue Kinsey, Chair of the Royal College of General Practitioners (RCGP) Scotland Patient Participation Group to respond to four questions and would be pleased to receive any comments.

1. With reference to the first question - *Do you expect hospital doctors to be able to check their patients current up-to-date prescription electronically when they attend clinics after referral by General Practitioners, rather than relying on potentially out-of-date information from the original referral letter?* he was informed that as far as the Carnoustie Medical Group Practice is concerned, hospital consultants have access to up-to-date records of patient prescriptions
2. In response to the second question - *How do you feel about medical information being transferred electronically between health professionals. Do you think this may be helpful in Out-of-Hours service?* he was informed that the Out-of-Hours service can access patients medical records through a Clinical Portal system under trial within NHS Tayside at the present time. It was advised that access is restricted to Category 1 and Category 2 patient information only. There is no access to Category 3 patient information which is concerned with surgical consultations.
3. With regard to the penultimate question - *What are the advantages of computerised patient records. Is it a safe and secure way to deal with*

patient information? it was stated that computer records are safe as only who needs to know gets to know.

4. With reference to the final question - *Are there any concerns such as issues of confidentiality you may have about these matters.* It was stated that there were no concerns regarding confidentiality as any Consultant, Doctor and/or healthcare professional must record the reason(s) why they are looking into a patient's medical records.

4. Suggestion Book.

A member of the group asked if the entries made in the Suggestion Book and the Practice responses to these were kept for record purposes by Jean King. As Jean had left to attend another meeting, Val said that she would ask Jean about it. Val suggested that instead of tearing each page from the book as it is used, that all pages be left in the book. With the pages on the left-hand side of the book being used for patient suggestions, observations and comments and the pages on the right-hand side being used for Practice responses. It was considered that this would not only allow the patient making a suggestion to read the Practice responses at a later date, it would also inform other patients contemplating making similar suggestions, as to the likely response. It was proposed that consideration should be given to the creation of a Suggestion Page on the Practice web-site which could also be used to reply to the suggestions, comments and observations received. It was also suggested that the Newsletter be used to advise of responses to suggestions, comments and observations received from patients.

Post Meeting Note: Val spoke to Jean who said that depending on the space available on the Newsletter then suggestions and responses will be added. Jean has agreed that patients should write their suggestions on the left-hand side of the Suggestions Book and that the Practice response will be put on the right-hand side for all patients to see. Jean pointed out that there is an Enquiry Form on the Practice web-site for patients to use for suggestions etc.

5. What can the Practice reasonably provide for patients which it is not offering at present.

It was agreed that the question - *What can the Practice reasonably provide for patients which it is not offering at present* - be placed on the front page of the forthcoming Autumn/Winter Newsletter with a blank box section, approximately one inch in depth below the question for patients to write in and to return their comments. It was agreed that the Newsletter report should also inform patients that they can, if they wish, respond to the question on the Practice web-site.

Harry Taylor suggested that a poster inviting patients to respond to the question be placed in the Waiting Area. This suggestion was approved by the group. After discussion, the key-words to be included on the poster were

agreed. These are: *The Patient Participation Group would be pleased to receive your written comments, views and suggestions in respect of the following question. What can the Practice reasonably provide for patients which is not offering at present.* Tracy offered to design and make-up the poster. This was accepted by the group. It was suggested that the poster should, in addition to instructions as to how to use the paper, pens and box provided to respond to the question, also advise patients that they can, if they so wish, respond to the question using the Practice web-site. It was suggested that the poster be displayed on a flip-chart-type support in the Waiting Area with the provision of a small table for the paper, pens and the box for patients to post their written responses. Val stated that she would speak to Jean about this and would let Tracy know.

Post Meeting Note: Jean has agreed to this and Val has e-mailed Tracy. Once Tracy has devised the poster she will e-mail for Jean to okay before printing it off.

Howard Evans suggested that an invitation to respond to the question could also be placed in the local newspaper the Guide & Gazette and said he would pass on a press contact telephone number if this was agreed. He also offered to write an article about the group for the Guide & Gazette. Val said she would speak to Jean about this.

Post Meeting Note: Howard has e-mailed the contact details and they have been passed to Jean. Any article for the media will require to be approved by Jean prior to submitting.

6. AOCB

Attendance of PPG member at GP Partner's meetings.

Mr Evans asked if it would be possible for a member of the group to attend GP Partner's meetings to discuss any issues arising. It was suggested that if this was not possible then perhaps a meeting with Dr G. Crosby as senior partner could be arranged. Val said that she would speak to Jean about this.

Post Meeting Note: Jean said it would not be possible for a PPG member to attend a GP Partner's meeting but, she will speak to Dr Crosby to see if it would be possible for a meeting with him.

Practice Web-Site Information Leaflet.

It was suggested that consideration could be given to the production of a leaflet informing patients of the existence of the Practice web-site and what it contains. This could just possibly be a slip of paper that is stapled to patient appointment slips.

Post Meeting Note: Val spoke to Jean who said no as this information is already on prescriptions, Newsletter, in Practice booklet and on the TV in the Waiting Area.

Format of Patient Participation Group Minutes.

Mr Evan asked if the Minutes could be produced in a different format, possibly matrix. No decision was made by the group regarding this suggestion.

Post Meeting Note: Val spoke to Jean who said no.

Using the telephone to make an advance appointment - Information Leaflet.

A member of the group asked if a leaflet could be produced explaining how to use 'button 3' to make an advanced appointment. Val said she would speak to Jean regarding this.

Post Meeting Note: There is already a leaflet called *How to make an appointment*.

Practice Web-site.

A member of the group felt that the Practice web-site was cluttered and needed a tidy-up. Val said she would refer this to Jean.

Post Meeting Note: Jean and Val have both looked at the web-site and cannot see what requires to be tidied up.

E-mailing of Practice Newsletter.

A member of the group wondered if it would be possible for the Practice Newsletter to be e-mail to those registered with the Practice. It was suggested that it would be useful for the Practice to try and get more of the practice population's e-mail addresses. The group were informed that at present patients are not being asked for their e-mail addresses. It was suggested that the request for the provision of patient e-mail addresses could be included in the Practice Newsletter. Val advised that she would speak to Jean regarding this.

Post Meeting Note: Jean has agreed to this.

The next two Patient Participation Group Meetings will be held on the following dates:

Tuesday	29 November 2011	10:30 - 12:00 noon
Tuesday	10 January 2012	10:30 - 12:00 noon