

MINUTES OF CARNOUSTIE PATIENT PARTICIPATION GROUP HELD ON 28th MAY 2014

Present: Tracy Smith (Chair), Ronald Macdonald, Harry Taylor, Harry Chaplin.

In Attendance: Lynn McGowan, Group Business Manager

1. Welcome: The meeting opened with the Chair thanking members for attending and welcomed Lynn McGowan to her first Carnoustie PPG meeting.

2. Apologies: Wendy French had sent her apologies. The Group sent their warm wishes for a speedy recovery and hoped to see her again soon.

3. Approval of Minutes: Minutes of the last meeting held on 20th August 2013 were approved by Mr Macdonald and seconded by Harry Chaplin following a small correction.

4. Suggestion Book. The suggestion book was not available for observations.

5. Chair Report.

a. Chair Retiral/Election of New Chair. The term of office for the Chair of the PPG is, according to the PPG Terms of Reference, one year, maximum of two running concurrently. Tracy Smith officially retired from the Chair, but after a suggestion by Mr Macdonald, discussion and a show of hands it was unanimously agreed that she serve for another 3 months to allow continuity for the relationship with the new practice manager.

6. Communications Received By Practice Business Manager. Lynn McGowan shared with the group some communications she had received:

(a) Letter from Carnoustie Community Council inviting Lynn to an open meeting - Lynn had replied saying that as she is still getting very new in post and getting up to speed on Practice matters plus looking at ways to improve the services provided to patients including a review of the appointments system, she would decline at the moment.

(b) Communication from Anne Christie, Scottish Health Council NHS Tayside. The communication came via Anne Christie from her area manager Lisa McCartney based in Aberdeen who is approaching all GP based Patient Groups with a view to formulate a hub-based web page. This would allow other groups (or those patients/practices thinking of

setting up a Group) to link into established Groups and share information/best practices. The Group was aware of some of the contents and would like time to consider the letter.

(c) Virtual Patient Group. Using the internet, Tayside Health was contacting interested patients in submitting ideas and thoughts via the internet. Harry Chaplin informed Lynn that he was involved with this group, and that it was in its infancy.

(d) Jean Malcolm had been in contact regarding posters and information regarding contacting the elderly. The posters have been put up in the surgery and leaflets have been put in the racks.

(e) Changes to Practice. Lynn advised the group that following a practice development day, some changes will be made around the practice. In the week prior to the meeting there were 2098 appointments taken up – the government guideline for provision of appointments was 1,300 – showing that Carnoustie had taken almost double that amount of appointments. There would be changes because of the “pod” which allows patients to do some basic medical measurements (height, weight, blood pressure and lifestyle checks) prior to appointments with staff so that the appointment time is more productive. The practice is also looking at introducing more telephone lines to help patients contact the practice. The minor illness clinic is also proving to be a success and because of that, the Practice has invested in another Nurse Practitioner who will work alongside Sheila Stokoe. The Practice was looking at ways to better communicate with the practice population. Discussion followed regarding Facebook, Twitter and other means to try and involve younger people – the average age of the PPG is 60+ at present.

6. AOCB:

(a) Data Protection: Mr McDonald brought up his reservations regarding “SPIRE” which is involved with patient data collection/protection. **SPIRE** or **Scottish Primary Care Information Resource** project is a collaboration between the Scottish Government and the NHS National Services Scotland (NHSNSS) that wishes to establish a data base at national level in respect of the lifelong record of patients' health and the treatments they have received from their General Practitioner. And to use this information for a number of purposes, for example, audit, disease surveillance, benchmarking, planning, research and GP QOF payments. Patient information received from GPs is to be attached to the patient information received from hospital in respects of patients' investigations, treatments and care in order that a full and comprehensive patient information database is realised. He also

informed the group the very disturbing fact that since 1966 all Guthrie test bloods (the blood taken from newborn babies from heel samples) has been kept in Glasgow. Lynn didn't know anything about this, Mr McDonald had spoken with friends and they too were unaware of this practice, there was also no reason given for the practice either which the group felt was alarming. Mr Macdonald was going to do some more research and make enquiries to see what answers if any he would receive.

(b) PPG Leaflet: Lynn asked if the PPG had its own leaflet so that she could put it out to all staff in the practice and the NHS Tayside staff on the upper floor as there seemed to be scant knowledge of the group and its work. The Group will revise its now out of date leaflet and Lynn will assist with the distribution. Tracy Smith will provide a few examples and the Group will work on them at the next meeting.

7. **Next Meeting:** The next PPG meeting will be on 1st July 2014 at 10.30am