

MINUTES OF CARNOUSTIE PATIENT PARTICIPATION GROUP HELD ON 4th SEPTEMBER 2014

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

In Attendance: Lynn McGowan, Group Business Manager

1. The Chair opened the meeting and thanked members for attending.

2. Wendy French sent her apologies

3 **Minutes of the previous meeting held on 1st July 2014:**

(a) The minutes were approved by Ronald Macdonald and seconded Harry Chaplin further to a few corrections.

(b) **Matters arising:**

(i) Lynn asked if the group were able to provide a new poster for the waiting room notice board. The present poster is wholly text and not very eye catching. Tracy Smith had designed 3 posters which were discussed in depth. Following some text changes, the group chose number 3. Tracy Smith had checked the size required with Lynn earlier and will forward the approved poster soonest.

(ii) Ronald advised that he had received a copy of a further paper written by Professor Allyson Pollock for the media. Ronald felt that as the paper was quite political he would not circulate it until after the 18th September 2014 Scottish Referendum.

4. **Suggestion Book.** The suggestion book was not available.

5. **AOCB:**

(a) **Group Manager Letter:** Lynn had received a complaint from a patient regarding waiting times for appointments, and a complaint regarding the inefficiency of the PPG. There was some discussion and as Lynn had already responded to the complainant, suggesting perhaps the patient contact the PPG direct inviting them to join and assist the PPG in its workings, it was felt by the group to leave matters now to the complainant

(b) **Group Manager Email:** Lynn received an email from Anne Christie, Scottish Health Council regarding the health of the Carnoustie PPG offering help and advice should the group require it. There was some discussion and it was felt that the group should reflect on the email further. It was suggested that maybe an email to say the Group are meeting regularly and ask what funding is available to Groups should the need arise. Lynn left the letter with the group for discussion and decision. This item will be held for next meeting.

(c) **Practice Booklet:** Lynn advised that the revamped Practice Booklet was going into a 5th print run such is the demand, equally the PPG leaflet is receiving a lot of attention. There will be soon be another sheet of paper going into the Practice Booklet advising patients of options for appointments, telephone appointments and other ways of consulting a clinician. Information is felt to be a major key to allow practices to "work smarter" It was believed that not enough patients registered in Carnoustie understood the different type of appointments available and getting that information "out there" is so important.

(d) **New Initiative:** Lynn informed the group of a new initiative coming within the next 6 – 8 weeks to Carnoustie. The idea is that this person will be a single point of contact who will work one morning a week and can advise patients on resources, groups and information. For the patient it is understood that medically there will not be anything specific but there is possibly other issues going on that will affect the patient's wellbeing. The patients will be referred to her by appointment and she will be able to advise re social groups, counseling services, befriending groups and generally be a guiding hand for patients

(e) **Home Visits:** Harry Chaplin asked Lynn if there were certain criteria that a patient must fulfill prior to a home visit being approved. Lynn replied that the triage doctor, following speaking with a patient will determine if a home visit is required, otherwise the doctor will ask the patient to make their way into the surgery. There is no set criteria but it will be purely up to the triage doctors professional and clinical judgment.

(f) **Hand Gel Dispenser:** Lynn also advised that there will be a hand-gel dispenser placed near the check-in screen. There have been numerous complaints and patients have been observed avoiding using the screen because of concerns regarding cleanliness. The screen is cleaned several times a day by staff but it felt that now was the time to move to the hand-gel dispenser with the concerns regarding Ebola and flu viruses.

(g) **Pod Unveiling/Opening Evening:** Lynn advised that she was starting to organise an official opening of the Pod in the waiting room and wondered if the PPG would like to attend. There was general agreement that this would and should be something the PPG would want to be involved in. Tracy suggested that the group maybe has name badges/lanyards so that staff who didn't know the PPG members would be able to put a face to the names. Tracy will check out the possibility of this to be done prior to the Pod opening (currently penciled in for mid October 2014).

(h) **Chair:** Tracy informed the group that the 3 months extension to her tenure as Chair has now elapsed. She asked if the group would like her to continue for a further 3 months and was offering to do so. The group voted to accept her offer to remain as Chair. There was some discussion regarding a deputy to assist the Chair, and to take up the offer of a secretary to take the minutes which had been offered by Lynn, Tracy felt that she would rather do the minutes herself at present to confirm the groups independence.

6. **Next meeting:** 9th October 2014 at 10.30am