

MINUTES OF THE CARNOUSTIE PATIENT PARTICIPATION GROUP HELD ON 14th NOVEMBER 2014

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

Attending: Lynn McGowan Group Business Manager, Malcolm Westwood

1. Welcome: The Chair thanked everyone for attending. She also welcomed Malcolm Westwood as a possible new member of the Group. Tracy invited Malcolm to take part in discussion as much or as little as he would like to do. Malcolm has had experience with Patient Groups and is currently a member of the Patient Partnership in Practice (P3). P3 is a group of lay people and doctors, run by the Royal College of General Practitioners (RCGP) Scotland, that cares about the views of patients and champions the use of patient groups in general practice.

2. Apologies: Wendy French offered her apologies.

3. Minutes of meeting held on 17th October 2014:

(a) **Approval:** The minutes were approved by Harry Taylor and seconded by Ronald Macdonald without any changes.

(b) **Matters Arising:**

(1) Pod Unveiling: The Pod unveiling was attended by approximately 70 people (including some members of the PPG). It was a very good evening which was also covered by the local press. The group passed its congratulations onto Lynn for the evening's smooth running and relaxed atmosphere.

(2) Patient Complaints Regarding Boots: Tracy read out an email from Wendy French which catalogues a series of observations from her point of contact with Boots (Barry Road). She has had little problem with the Dundee street branch but on the occasions of using Barry road the service has been appalling. Ronald also has had problems with a repeat prescription – this time Dundee Street branch. It seems that there is a push to promote generic medicine rather than branded drugs by Boots and according to some research on the web by Ronald, it could be to maximize their profits following complaints from one of their directors. Time has now been given for the new Manager (who covers both stores) to settle into post. It was suggested by Lynn that maybe the group should contact the Community Council to see if they had had similar reports and include those with a letter to Boots directly from the ppg. It must be said that there has been no change in routine from the practice point of view – all the problems have been emitting from the pharmacy. However, the practice has had many people complaining about the service they are receiving from Boots (both stores). Several patients have already changed their “preferred chemist”

status to Letham Pharmacy which operates a very speedy and efficient service. This is a shame as both the group and the practice felt that Carnoustie does need an efficient local pharmacy. The group unanimously agreed it is time to draft a letter to the Manager of Boots Carnoustie (as he oversees both Barry Road and Dundee Street) asking them to meet with us and discuss a way forward. The Chair asked Ronald to draft a letter for her signature. At the same time a vote was taken regarding contacting the community council for their input – not just regarding Boots – but also for further meetings. The vote being 3 to 1 in favour of this Tracy agreed to contact the Chair of the Community Council, Mr Rhind. Ronald and Tracy had spoken to Russell Fenty, the new manager of Boots Carnoustie at the Pod Unveiling at length. One concern that Tracy had was regarding the Chronic Medication Service - basically a six month prescription for long term chronic patient medication. Tracy spoke candidly to the pharmacist regarding this and the possible nightmare scenario bearing in mind that at the present time the pharmacy cannot or is unable to fulfill a routine prescription let alone a 56 day repeat prescription – there would be no way it could cope with a 6 month version. Lynn assured the group that at this present time the practice has no intention to sign up to the CMS – as “there is a lot of work for very little patient or doctor reward”

Within this discussion there were also concerns about the rules regarding generic drugs and their formulae (make up). Some patients have reported that this “new” drug isn’t working so well or giving side effects. None of the group were able (within their knowledge) to shed any light on this. There were also questions regarding the colouring of capsules/tablets as this has caused some confusion even among the most mentally sharp of patients. Malcolm offered to do some research on these matters and the group took up his offer.

4. Suggestion book: There was one item in the suggestion book regarding blood / results /reports communication. It appears that this communication/feedback is not consistent for the patient involved. Lynn has written alongside this entry asking for the patient to contact her directly to discuss the matter.

5. AOCB:

(a) Appointment Information Leaflet: Lynn showed the group a leaflet that was soon to be put into the practice booklet available from reception plus in the waiting room for patients to take home. This leaflet set out the many different types of appointments available with GP, nurse practitioner and nurses and what was the best use of these appointments. It had been felt for some time that patients didn’t seem to know what different types of appointment were available and this leaflet was to address that lack of information. The group wholeheartedly approved of this leaflet and hoped this would go some way to reduce appointment wastage and more appropriate usage.

One item which had been identified as seriously lacking was the number of incoming telephone lines and Lynn advised the group that she was in the process of putting together a proposal to the GP's regarding this. Lynn confirmed that it isn't just a case of having more lines in but also the ability to log calls digitally plus staff ratio to man the desks. Lynn will keep the group advised as to any further progress.

(b) Server Upgrade: Lynn advised the group of a "technical shut-down" to allow for a server upgrade to take place. This will occur from 6pm on 9th Dec until 12th December inclusive. There have been notices in the practice, local papers, library, Facebook and the website. As there will be no access to computers during this time - some services will run as normal but repeat prescriptions and pre-booking appointments will not be possible.

(c) TV Screen Information: Harry Taylor asked Lynn if there was anything could be done to increase the font or change items on the rolling screen on the television in the waiting room. He was unable to read the information on the screen despite being quite near the front. Lynn was sure that the font size couldn't be changed. However, Tracy advised that the optimum colours for reading were not always black text on white background but cream background with black or dark blue font. Lynn agreed to look into this matter.

6. Next Meeting: The next meeting will be on 5th December 2014 at 10.30am. However, this date was changed to Weds 17th December 2014 at 10.30am.