

## **MINUTES OF THE CARNOUSTIE PATIENT PARTICIPATION GROUP HELD ON 17th DECEMBER 2014**

**Present:** Tracy Smith (Chair), Ronald Macdonald, Harry Chaplin, Wendy French, Malcolm Westwood

**Attending:** Lynn McGowan Group Business Manager

**1. Welcome:** The Chair thanked everyone for attending.

**2. Apologies:** Harry Taylor offered his apologies. Tracy advised the group that Harry had suffered a fall and was not well. The group hoped to see Harry back to his usual self as soon as possible.

**3. Minutes of meeting held on 14<sup>th</sup> November 2014:**

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

**(b) Matters Arising:**

**(1) New Server Installation:** Lynn advised the group that the installation of the new server has gone as expected with the usual headaches along the way. There are still some snags to be sorted out but on the whole it was a success.

**(2) Telephone System Renewal:** This item was deferred until the January meeting.

**(3) Boots:** Tracy read out the draft letter with the group and asked for suggestions for changes. This item was discussed and Tracy agreed to send out a renewed draft early in the New Year. This letter is to Mr Fenty, Manager of both Boots chemists in Carnoustie inviting him to a meeting with the group to discuss patient concerns and issues of late. Malcolm had also contacted a colleague with questions raised from the last meeting regarding the chemical formulae of generic medicine which Boots now increasingly use and issues surrounding that question. Malcolm offered to send a word of thanks on behalf of the group which was taken up.

**4. Suggestion book:** There were 3 new items in the suggestion book.

**(a) Question:** Why only 1 doctor on call? **Answer:** There is 1 doctor on call and on doctor on back-up. It was felt that this may have been a patient who had to wait for 40 minutes to be seen, observing other patients "jumping the queue". The patients are seen through a triage / priority process.

**(b)** Question: Why did it take forever to print an A4 sheet of paper. Also need new ink cartridge. Answer: The system is quicker for printing the normal items like prescriptions but when it is required to do something out of ordinary it is considerably slower, there is nothing that can be done – it is because the three processes the document must go through to be printed; computer–server–printer.

**(c)** One patient would like to give praise to Dianne (Receptionist) on how she had dealt with a difficult patient who was being very unreasonable. Lynn said she would pass on the praise to Dianne. Lynne spoke about the verbal abuse she and her staff have suffered which has been quite shocking at times.

## **5. AOCB:**

**(a) Spire (Scottish Primary Care Information Resource):** Malcolm and Ronald had had some contact regarding the SPIRE project and agreed to defer this matter until they had received a reply from the SPIRE project team. There was some discussion over the “choices” a patient would be able to make – whether to opt in-out out. However, at this point the project is very much in its infancy. At present Lynn reassured the group that from a practice point of view it was a blanket no / opt out (until further reassurance/information is given) with the exception of QOF statistics which the Practice was required to do. There were concerns about permissions etc within the framework of Scottish Law.

**(b) Community Council:** Tracy had sent the letter to the leader of the Community Council, Mr Rhind. To date there had been no reply. Lynn suggested that he may possibly be waiting until the next Council meeting prior to replying to the PPG.

**(c)** Malcolm asked Lynn if she had any statistics on patients who did not attend the practice having made an appointment (DNAs). Lynn always monitors this statistic as it is a huge waste of a very valuable resource. Malcolm has a colleague who is doing research on this and would welcome the statistics. Lynn agreed to give over the anonymous data.

**(d) Putting GPs first Campaign:** Malcolm asked if the Putting GPs First Campaign Leaflets were available in the practice. Lynn advised Malcolm that they had requested replacement leaflets and were just sent 20 or so which disappeared quite quickly. Malcolm agreed to speak with a colleague at P3 to get more leaflets sent out.

**(e) Angus Long Term Conditions Group:** Harry advised the group that George Grindly had retired from the Chair of Angus Long Term Condition Group due to ill health. Harry, along with Marian Preston, will take over the Chair. Funding is going to be a big issue for the group and the group suggested approaching Anne Christie of Scottish Health Council.

**6. Next Meeting:** The next meeting will be on 15<sup>th</sup> January 2015 at 10.30am with an idea to calling an extraordinary meeting for contact with the Boots Manager.

