

PATIENT PARTICIPATION GROUP.
Carnoustie Medical Group

NOTE of the meeting held on Thursday 21 May at 2pm in the Library at Parkview Primary Care Centre , Carnoustie.

Present: Ronald Macdonald, Harry Taylor

Attending: Lynn McGowan, Group Business Manager, Carnoustie Medical Group

Apologies: Wendy French

Due to unforeseen circumstances the Minutes of the Previous Meeting held on Thursday 28 April 2015 were not available. It was agreed by those present to continue with the meeting and to use the Agenda prepared by Mr Macdonald as a basis for discussion. It was agreed that the Minutes of the Previous Meeting would be amended and approved at the next meeting of the Group.

Matters raised and discussed.

1. It was agreed that the important matters (a) to (e) listed in item 6. AOCB of the Agenda be discussed at the next meeting of the group.
2. It was agreed that the Prescription Practices: Concerns about *Prescription Direction* discussion document prepared by Ronald be discussed at a future meeting. Lynn advised that she had read the discussion document and that it would be used as a basis to inform any modification of current prescription information contained in Patient Information leaflets.
3. Medicine Wastage Campaign: Ronald advised that Jill Maclean, Locality Principal Clinical Pharmacist had e-mail Tracy to advise that the proposed local campaign had to be deferred in the meantime because of other priorities
4. It was noted that the Patient Participation Group web address had been changed to ppgcarnoustiemg.tayside@nhs.net
5. The repositioning of hand drying facilities with the toilets were noted.
6. The group were advised of the situation pertaining to the fenced area of exclusion within the Car Park.
7. Wendy and Harry attended the opening of the new dispensary at Boot, Barry Road, Carnoustie. Harry said that he was impressed by the changes made to the layout of the premises.
8. Waiting Room - Patients being summoned for their appointment. Ronald mentioned that while in the Waiting Room he had observed that on occasions some patients had not heard either the doctor or the nurse calling them for their appointment and wondered what could be done to improve the situation. Lynn to remind staff to fully enter the waiting room and have a loud clear voice when calling for patients.

9. With regard to Scottish Health Council Tayside correspondence informing that Patient Participation Group (PPG) Awareness week would take place from 1st to 6th June 2015 and the offer of Local Officer support to promote the work of PPG within Carnoustie Medical Group Practice during the awareness week, Ronald advised that Tracy, former Chair of the group had informed Anne Christie, Local Officer, Scottish Health Council Tayside in October 2014 that the Carnoustie Patient Participation Group was *'doing fine, we meet regularly now after a six-months break when I was ill. We have only a few members but they are very committed to the improvements and well-being for patients in Carnoustie. Our new Group Business Manager, Lynn McGowan is great and encouraging the PPG to be more visible and involved which only can be a good thing. The PPG leaflet which were recently revamped have been flying out of the door and so we are hoping that this means more people are wanting to join us. Thanks for the offer of help and having discussed the offer at the last meeting, the Group think we are okay.'*
- INFORMATION NOTE:** Anne Christie and Dave Davidson, Local Officers of Scottish Health Council Tayside met with the Carnoustie Patient Participation Group on 8 May 2012 and were appraised of the developments and progress of the group to date.
10. Ronald mentioned the group should be aware of the *Choosing Wisely in the UK: the a Academy of Medical Royal Colleges' initiative to reduce the harm of too much medicine* article that had been published in the British Medical Journal (BMJ) 12 May 2015 and the *'Over-treating patients is wasteful, unnecessary and can cause them harm, campaign claims'* report that appeared in *The Independent* the following day on the 13 May 2015.
11. Suggestion Book: the group were advised of concerns that had be raised by a patient in the with regard to payment for a Doctor's Letter and the positive action taken to satisfactorily resolve the matter.
12. The date and time of the next meeting was agreed by those present. The next meeting of the Patient Participation Group is to be held in the Library at Parkview Primary Care Centre on Thursday 23 July 2015, from 14:00 to 15:30.

Lynn introduced Carol Torrance, Single Point of Contact from Voluntary Action Angus to members of the Patient Participation Group before she left the meeting. Carol informed the group of her role and function and of the work of Volunteer Befriending service that is primarily aimed at older people or those with health issues who may derive benefit from the support of a befriender. She also mentioned that Voluntary Action Angus ran a Volunteer Driving Service which was generally available between 09:00 - 17:00 Monday to Friday. The service was used to take service users to hospital and other appointments.

In addition to these important roles Carol mentioned that she could help direct people to the most appropriate source/s of advice or the most appropriate person or persons to contact. Carol answered questions raised by those present and Ronald thank her for her informative talk. Carol provided members with Voluntary Action Angus - Volunteer Befriending Booklet.

The meeting finished at 15:45.

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