

Patient Participation Group
Carnoustie Medical Group

Minutes from Thursday 25th Feb '16
(Audrey Roberts)

Present: Beth Lee-Smith (BLS), Ronald Macdonald (RM), Audrey Roberts (AR)

Attending: Lynn McGowan (LM), Group Business Manager

Apologies: Wendy French, Irene Hoar

Previous Meeting: Minutes circulated. Correction request raised by LM regarding the wording of item number 9.

Matters Raised as per Agenda:

A) Test Results:

Booklet vs Poster vs Sample Form have varying times for collection of results. RM felt the information was unclear and too complicated.

LM pointed out there is no set minimum/maximum time for results, but she would look at the wording on the slip to show 5 days, approx.

B) Sample Collection:

RM felt that the form/slip was too complicated

LM said that the slip was created to ensure clarification of what the sample was and who had requested it, as patients had been handing in samples with no details.

She will try to make the waiting time clearer.

C) Blood Test:

It was confirmed that a Dr must approve a blood test. A blood test cannot be carried out without the Dr requesting it and specifying what it was to be tested for.

D) 72 Appointment Slot:

LM explained that there were "blocked off" slots available for Dr use, but if unused then the admin staff can use within the 72 hour period; they are not widely known about, but allow for continuity of care.

E) Access to Patient Records:

Query regarding someone accessing their son's records.

LM confirmed that parents of children, both parents have joint rights to request access their child's records. Request to be submitted in the normal manner, ie, in writing.

F) Drug Info. Leaflet within prescription:

RM had a complaint regarding a leaflet enclosed with a recent prescription. It was printed extremely small and difficult to read.

A complaint has been submitted, to Boots Pharmacy, no reply received.

G) The Pod:

Previous discussions about possible training for volunteers.

Community Helpline Carnoustie have refused the request. Health Centre would happily demonstrate how patients should use the POD.

Possibly contact Volunteer Angus to have help within the Pod.

H) General Practice – Discussion Paper:

RM wished to discuss a paper and the funding that GP services is to receive. He states there will be underinvestment in GP services and funding does not seem to take into account inflation.

RM has contacted Graeme Dey (MSP) and is awaiting a reply.

It was pointed out that community based care will suffer without adequate funding.

LM confirmed that whether this was the case, or not, we are committed to carrying on with the funding we do receive. Carnoustie is very lucky to receive donations, all of which are used directly for the benefit of the practice.

I) Angus Voluntary Services Newsletter:

Possibly share newsletter costs with Voluntary Action Angus.

This is pending.

J) Other Matters Arising:**Soap:**

RM pointed out the soap dispenser in the disabled toilet was empty

LM to look into this

Phones:

LM explained that a new phone system was coming soon. This will include a new option system, queue position number and information while on hold.

There will be a display of the number of calls in the queue so that staff can "jump in" when needed.

She confirmed there were 3 staff on telephones from 8am until approx 9.30 and at least 2 staff for the rest of the day (more when needed)

Third Sector Room:

Their phone was blocked from making outgoing calls; however, when the telephone system was being installed changes were being made to allow them incoming and outgoing calls. This means more work can be done within the community.

Conference Phone:

LM explained that this could be beneficial for secondary care. Funding in place and it is to be installed.

The Pod:

LM explained that the new blue Pod was only temporary until desktop version was ready. New one is due soon.

Test Results:

LM confirmed results for last "census" of sample results was 100%
One result wasn't returned from secondary care, this has been highlighted to the laboratories who were investigating.

PAR Report:

LM explained that one week in August all appointments/waiting times etc will be measured. PPG will be favorably mentioned in the report; she wanted the group to be aware of this.

Car Park:

Two spaces have been blocked off for a long period of time. Contractors have not responded to queries. Paving, slabs and bollards need dealt with.
LM to chase up and look into this work.

Landscaping:

LM said that the landscapers are claiming to attend once per month; it seems this might not be happening. LM to check into this.

Chairman:

RM is thinking about stepping down as Chairman of the group as he felt it might be time to move on.

Membership:

The group needs more members. Perhaps advertising and spread the word. Possible recruitment via OurCarnoustie facebook page?

Date of Next Meeting: Thursday 28th April, 2016.