

Carnoustie Medical Group Patient Participation Group
Minute of meeting held on 27th April 2016

Present - Ronald Macdonald (chair), Beth Lee-Smith, Audrey Roberts, Irene Hoar and Lynn McGowan

Ronald welcomed everyone to the meeting and there were no apologies. The minute of the previous meeting is to be approved at the next meeting.

Matters arising

- POD - The blue temporary Pod has now been replaced with a new one but at the time of the meeting, was still under test. It is noted the POD cannot be switched on earlier (before 8am) because of IT issues and staffing cover.
- Drug information leaflet - the leaflet was difficult to read so a letter was sent to Boots the chemist. It was explained this was due to a copier fault and will be sorted.
- Funding - there has been no further communication from SNP representative.

Community Council meeting

The representatives from Carnoustie Medical Group (CMG) took plenty of information along to the meeting and were asked to give an overview of the practice outlining any difficulties. It was highlighted to the council that the health service is not included in any consultation regarding increased housing in the area. New patients all have to be accepted in the town's only health centre although numbers are now difficult to manage.

Council members asked about extending the building but it was explained that the building is rented and shared with Tayside NHS.

It was confirmed by CMG representatives that at present there was no funding available for an extra health centre to be built.

Conclusion - it was a good opportunity for CMG representatives to share the difficulties they encounter and for members of the community council to ask questions. Overall, it was felt that it had been a positive meeting and the community council are very supportive of the Health Centre.

Telephone system

The new system seems to be working well and it was confirmed that every option was explored before final decisions were taken. The 300 - 400 calls per day are now handled much more easily by health centre staff and abandoned calls are now reducing.

It is noted that numbers allocated to each service were deliberately changed to ensure callers listened carefully.

Waiting room television

The existing TV has been in situ for nearly 10 years so software now out of date. A new one is to be installed with speakers distributed more evenly throughout the waiting area. The picture should also be clearer.

Results handling

There was 100% success once the testing was collated. It has been decided to continue to monitor quarterly although this is not necessary.

Third Sector involvement at CMG

A liaison worker from Alzheimer Scotland approached CMG to see if there was access to space for a base in Carnoustie. There is a room already used by 2 other groups and it was agreed that they could also share. Reassurance was given by Lynn that the third sector workers cannot access patients records.....their presence and involvement is on a completely voluntary basis to aid and support patients and/or their families.

Health and Social Care integration

Monifieth and Carnoustie Health Centres form a cluster in the Integrated Joint Body (IJB) but although Monifieth has a rep, Carnoustie does not. Commitment was explained and expenses are available if requested. Audrey Roberts volunteered and Lynn will send her full details before the next meeting.

SPIRE

Carnoustie not signed up yet but updates are available for interested parties. Discussed.

Scottish Government - National Clinical Strategy for Scotland

Envisaged changes to delivery of primary care and role and function of GP were discussed as well as use of specialised nurses.

Chair of PPG

Ronald announced his resignation as chair of the group as from the end of this meeting.

He was thanked for his diligence and he will remain as a member of the group.

A replacement was discussed but it was agreed that member numbers need to be increased.

- Posters will be put on notice board at the front door
- A letter put to Guide and Gazetted
- Volunteers to hand out leaflets and answer questions on Monday mornings when available

IH/AR

- The next meeting will be open to all interested parties.

Suggestions book

All items had been dealt with according to protocol.

The question of PPG minutes available on the web site were discussed and it was agreed to only have last 2 years minutes on the site.

Carnoustie Camera Club and Carnoustie Photo Club have been given the option to share the available space in the waiting area to display their pictures.

Date of next meeting

Thursday 16th June 2016 at 2.00pm with Lynn as temporary chair.