

Carnoustie Medical Group (CMG)

Patient Participation Group (PPG) Meeting on Thursday 16th June 2016

Attending: Lynn McGowan, Audrey Roberts, Beth Lee Smith, Ronald Macdonald and Irene Hoar.

No apologies

Minute of meeting on 25th February 2016: Abbreviation of Carnoustie Medical Group as CMG to be explained and wording to be changed re retiral of chairman. This will be updated by Lynn. Otherwise minute accepted.

Minute of meeting on 27th April 2016: Accepted as read

Matters arising: None

Suggestion Book: The book has now been removed from reception as it has been misused. The proposal to replace it with a lockable enclosed box with post slot was accepted. Pre-printed forms will be placed in a provided space in the box and templates of proposed forms will be sent to members of the PPG for approval. The box will be put in place at reception as soon as possible.

Water cooler: A plumbed in water cooler is now in situ beside reception so that staff can monitor its use.

POD: Training in the use of the POD has been offered to members of the PPG. Audrey and Beth have agreed to make use of the offer and suitable times will be arranged; Irene has knowledge because of personal use.

It was confirmed that the equipment is cleaned and maintained regularly by staff.

PPG awareness: A table with leaflets outlining what the PPG is about will be placed in the waiting room and manned regularly by volunteers. There is also to be an update of the CMG website and Facebook and Twitter accounts set up containing details of the PPG.

Claire, the office manager, will liaise with Audrey so that everything will be launched at the same time. Audrey will also liaise with the Monifieth PPG rep to compare notes and keep each other up to date with what helps raise awareness and what does not.

CMG website: As mentioned, the site is to be upgraded to make it simpler to follow as well as updating staff and team photographs.

Funding has been offered to CMG by a local Carnoustie group to install Wi-Fi in the centre. Full discussion took place re advantages and uses of this installation but nothing can be done until full costings have been obtained.

Health and Care Experience Survey Results 2015/16: A much shortened version of the results was printed by the local press giving a very depressing view of the work done at CMG. The full results were available for PPG members and discussed. The downward trend highlighted in the document since the last one 2 years ago was noted although it was felt that the statistics used were not a true and accurate account of the hard work done by all members of staff. The group fully appreciate the problems faced by Doctors and staff, have given them their full backing and encourage them in their deliberations for improvement next time.

HSCI Locality meeting: Audrey gave her impressions of the meeting she attended in May saying that it was a friendly and comfortable environment with everyone included in discussion. The key questions at the meeting were care in the community, getting patients into the proper environment and funding for social care.

The subject was discussed by the group and it was noted that the Associate Medical Director of Tayside Health Board is coming to CMG in August to monitor the work done in Carnoustie.

Results Handling: A patient questionnaire is to be made up asking patients if they know how to get their test results. PPG members will receive a sample questionnaire before it is put out to the general public.

Regular checks are being carried out to ensure that all results, especially from radiology, are being received and dealt with appropriately.

AOCB:

- Closure of maternity units – no feedback and midwives are still working from CMG.
- No comment regarding re-employment of retired GP's. It is noted that 2 medical centres in Tayside are closing.
- There has been good feedback re the TV presentations in the waiting area.
- There are still a few negative comments re phone service, this will be monitored.
- Congratulations are to be passed on to the Doctors for raising over £3000 in their recent Fun Run

Date of next meeting: Thursday 25th August at 2.00pm in Parkview Centre