

## Carnoustie Medical Group (CMG)

### **Patient Participation Group (PPG) Meeting on Thursday 29<sup>th</sup> September 2016**

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

A special welcome to Isobel at her first meeting.

**No apologies**

**Minute of meeting on 25<sup>th</sup> August 2016:** Approved by Audrey Roberts, seconded by Beth Lee Smith

**Matters arising:**

- (a) Flu vaccination clinics – there is no funding available to send out individual letters to patients with details regarding clinic times etc. It was noted that posters etc. are much more visible this year and social media has proved to be a popular medium for advertising. Practitioner Services delivered the Tayside letters on 16 September 2016. Volunteers to advertise the PPG were requested to be available during clinic hours but not enough leaflets are available for distribution. This is discussed later in the meeting,
- (b) The results leaflet is being produced and will be given to any patients who have had or are referred for tests. This should begin by mid October.
- (c) Wi-Fi bid: the submitted bid for funding was not accepted. A request for a computer to be installed in the room used by the 3<sup>rd</sup> sector has been submitted to NHS Tayside and the practice is awaiting a reply.

**New chairperson**

Lynn has been chairing the meetings but as Business Manager she should not be in such a position. Nominations were requested for a new person to take over the chair. Audrey Roberts was nominated by Isobel and seconded by Irene. Audrey accepted.

**Scottish Health Council**

Volunteers were requested to take part in a phone interview regarding two new online health information tools. Members of the group were given the details to follow up if wished. The Alliance Project are looking for volunteers to participate in workshops to discuss personal experiences of visits to GP Surgeries and as to how GP Digital Services can be improved. Several workshops are to be held in various locations within Scotland but none are scheduled for the immediate area. Expenses etc. would be covered.

**Angus Council Welfare Rights**

CMG is to trial a pilot scheme of clinics to support patients/relatives who have a query regarding financial benefits. It will be an appointment system with the clinics running on Thursdays from 9.30am till 4.30pm.

In addition, Macmillan Cancer Support Welfare Rights will hold a clinic on Fridays from 9.30am till 1.30pm.

Members of the PPG are in full support of both initiatives and wish it every success.

**Podiatry manager**

Lynn Baird, CMG's podiatry manager has requested time to speak to the group regarding proposed changes and pilot trials to be done in the centre. Arrangements will be made for her to speak to the group at the next meeting.

**LMcG**

### **Health and Social Care Integration**

A funding bid regarding Health and Social Care has been submitted.

### **Music choice on telephone system**

A query regarding who chose the music on the telephone queue system was submitted. It was the default choice as it has been recommended to be peaceful and soothing to listeners but if desired can be changed.

### **Access to records**

A rumour that patients can access coded records through a phone app has been dismissed. It was emphasised that no-one can gain access to any computers in the centre and only people i.e. nurses providing direct care to a patient can gain access.

### **PPG leaflets/advertising**

There are not enough leaflets left for distribution but as the originals were produced through a funding bid, Audrey will attempt find some funding so that more can be produced. **AER**

A combined newsletter/leaflet was discussed but will depend on available funding.

A separate Facebook page for PPG was suggested and will be considered.

### **Triage numbers**

At present over 200 patients go through the triage system daily and GP's are struggling to cope. This system is being re-evaluated at present. It was also noted that there are 60 patients per week who do not attend their appointments. This is highlighted on the loop system on the waiting room TV.

### **Firearms Certificates**

The process for issuing firearms licences was changed on 1 April after negotiations between the BMA Professional Fees Committee and the Home Office. The practice GP's have taken a conscientious objection decision to refuse to do this work. The GP's are wholeheartedly supported by the PPG.

### **Immunisation team**

NHS Tayside are rolling out a new scheme of having an immunisation team to deal with children's immunisations in each area from 24<sup>th</sup> October. CMG has managed to ensure that it will continue to be delivered from the Practice premises albeit by a new team and not the Practice Nurses.

### **PPG ID badges**

It has been pointed out that members of the PPG team can enter and leave the building with no signing in or any identification. This omission will be pursued. Lynn always escorts the members to the room but it would be helpful if the group wore badges and signed in and out of the visitor's book.

**Date of next meeting: Thursday 3<sup>rd</sup> November at 2.00pm in Parkview Centre**