

Carnoustie Medical Group (CMG)

Patient Participation Group (PPG) Meeting on Thursday 15th June 2017

Attending: Audrey Roberts (chair), Beth Lee Smith, Isobel Clark, Irene Hoar, Stuart Anderson, Clare Steven (office manager) and Lynn McGowan (business manager)

Apologies: Nil received

New volunteer: Audrey received details from Lynn of a potential new member of the group and she will take this forward.

Minute of meeting on 23rd March 2017

Agreed by all

Appointment system:

Clare and Lynn gave a presentation showing the setup of the new appointment system. Staff have been consulted all the way with this new system and training is continual. Everyone at the meeting had comments or questions and the overall agreement was that this new way of working will be a positive step forward.

It is noted that DNA's have reduced over the last few months from 90 to around 45 as the new way of working has been slowly introduced and hopefully this will continue to reduce when the system goes live in July.

There was discussion regarding the automated appointment system and more advertising and instruction would be helpful to encourage its use.

Clare was thanked for her time and diligence before she left the meeting.

Welfare rights advisor:

The advisor has had to stop working in Carnoustie for various reasons but it is hoped that she may be able to return in August. It was suggested that Citizen's Advice be asked to help in some way and Lynn will take this forward if Welfare Rights are completely withdrawn.

Scottish Health Council (SHC):

Stuart had a meeting with Karen Rankin from SHC and completed a form regarding the work that Carnoustie PPG is and has been involved in. Stuart was given a Developmental Tool to chart our progress and was told that SHC is there to help us and can be called upon at any time. He noted that we are one of only 11 PPG groups active in Tayside region.

Karen advised that we need to broadcast more about what we do and also try to get more young people involved; the suggestion was to speak to the rector of Carnoustie High School (CHS). Lynn advised that there is already a close link through one of the assistant head teachers and there are regular interagency meetings held at CHS. She will take this forward and try to get at least one of the members of the PPG invited along to one of the next meetings.

Updates of the PPG leaflets are to be considered and SHC is willing to help in any way that they can to publicise our group.

POD:

Isobel wanted more information on where the information collected at the POD goes and how it is monitored. Lynn explained that the information is put directly into the patient's notes but there is a failsafe alarm system in place that will flag up an excessively high or low blood pressure reading and either a nurse practitioner or GP will be asked to check the reading action with the patient if necessary.

Health and Social Care Integration (HSCI):

There have been challenges regarding this funding and an update will be given at the next meeting.

Date of next meeting:

PPG meeting – Thursday 31st August 2017 in Parkview at 2.00pm