

## Carnoustie Medical Group (CMG)

### **Patient Participation Group (PPG) Meeting on Monday 18<sup>th</sup> September 2017**

**Attending:** Audrey Roberts (chair), Beth Lee Smith, Irene Hoar, Stuart Anderson, Kenneth Drysdale, Pat Hutcheon and Clare Steven (office manager)

**Apologies:** Lynn McGowan and Douglas Smart

**New volunteers:** Ken and Pat were introduced and welcomed to the group by Audrey who also told the meeting that Douglas Smart was keen to come along but unfortunately could not manage today.

#### **Minute of meeting on 15<sup>th</sup> June 2017**

Agreed by all

#### **Updates**

- Clare told the meeting that the new upgraded web site was now live. Everyone in the group was asked to go to the site and navigate it so that they could give feedback, either positive or negative as all will be useful.
- Some out of alignment slabs in the carpark have been noted as a potential danger and repairs are under way.
- The flu dates for October and November are now available with posters put into as many places as possible. PPG volunteers are welcome to attend any of the clinics to speak about the PPG to others.
- A Facebook comment giving negative opinions of the new appointment system had been seen recently. CMG staff are not at liberty to comment so it was suggested that a Facebook page be set up in the name of the PPG so that replies can be given supporting CMG staff if at all possible. It was also agreed to publish on the web site a paper entitled 'GP and Human'. It gives a good account of the type of day a GP experiences. This will be posted mid-week both on the web site and Facebook.
- The new appointments system is still being monitored and teething problems dealt with as soon as they arise. It does appear to be more flexible.

#### **High School meeting**

A member of staff did manage to attend the meeting and feedback is that it was considered a successful event. Students were told about the various programmes going on through CMG and given advice about their rights as they reach certain ages.

#### **PPG leaflets and posters**

This will be taken forward in the first instance by Audrey and Stuart once Stuart returns from holiday.

#### **Locality meeting**

Audrey is unable to continue as the PPG rep at these meetings and it was too late to arrange someone else to attend the meeting on 19<sup>th</sup> September.

#### **Vice Chairperson**

It was agreed to appoint a vice chairperson as Audrey is now working and will probably not be able to attend all the meetings. Stuart was nominated and this was agreed.

#### **Meetings**

It was suggested that meetings be held in more public places giving the PPG a higher profile. The Community Room in the Co-op was suggested and this will be considered.

It was suggested that minutes of meetings be circulated only to the members who attend as copies will be on the web site for anyone to see who misses the meeting.

#### **Date of next meeting:**

**PPG meeting – Will take place during the week beginning 12<sup>th</sup> November. Everyone will be notified of time and place as soon as it is determined.**