

Carnoustie Medical Group (CMG)

Patient Participation Group (PPG) Meeting held in Parkview Health Centre, on Monday, 27th November 2017.

Attending : Stuart Anderson (Chair), Lynn McGowan (Business Manager), Ronald McDonald, Beth Lee Smith, Ethel O'Donnell, Pat Hutcheon, Isobel Clark, Ken Drysdale.

Apologies : Irene Hoar.

Attendees were welcomed to the meeting by Stuart and Lynn.

The Minute of the meeting held on 18th September 2017 was read and agreed by all.

Updates : Beth intimated that as she does not have computer access at home, and as most of the information is disseminated by e-mail, she intends to step-down from her membership of the group.

Ron expressed his concern at being omitted from recent communications, but as the agreed Minute of the meeting of the 18th September pointed out, it had been agreed by the group that minutes would only be circulated to members who had attended recent meetings.

Following the recent High School event we should consider approaching local youth organisations (Guides, Scouts, Boys Brigade etc.) to canvas interest in joining the Group to diversify group membership. Ethel feels she may be able to find out if there was any interest within Carnoustie Guiding via her contacts.

Once the new PPG Information leaflet was available, it should certainly be offered to the Library for display.

Stuart was asked as vice-chairperson if he would be willing to Chair the Group from now on, to which he agreed.

Agenda Items :

Amended Appointment System : The new appointment system introduced earlier in the year was proving to be increasingly unworkable, and as such a new system using a similar model to that used by Broughty Ferry Health Centre has been implemented and is proving to be much more useful. Patients 'phoning first thing requesting to be seen can now be booked for that morning or for one week hence and of course the Emergency Doctor is still available to triage all other requests. This seems to be going down very well with the patients, and is working well for the Practice as a whole.

DNA's have been increasing again for both Doctors and Nurses and Patients are now being contacted to ascertain why they were unable to attend.

Reception Staff are handling the new system very well.

New Touch-Screen : The previous check-in touchscreen at the entrance to the waiting area was found to have insufficient memory and therefore, a new version has been introduced which is much more interactive and asks the patient to verify their home address, telephone number, e-mail address, mobile number etc. or will refer the patient to reception should there be any issues.

The New GP Contract : GP's will shortly be polled as to their reactions to the new contract. It is proposed that GPs will be called 'Expert Medical Generalists'. If accepted, the first phase of the proposals in the new contract will be implemented in April 2018, as the date to lay it before Parliament has already been set. There has not been any Public Consultation despite the fact that this will hugely affect the public. The new system will focus even more closely on2 "cluster" working. Our cluster is called South West Angus and there are two practices in the cluster; ourselves and Monifieth. It is proposed that there will the introduction of 'Locality Hubs' where assessments, tests etc. will be carried out rather than by the GP practices.

PPG Information Leaflet : Stuart has drafted a new Patient Information leaflet which was circulated to group members and met with general approval, but he asked for any comments/improvements to be e-mailed to him.

Funding for the publication of the leaflet was discussed and one potential source of support might be the Sick Nursing Association. Stuart will liaise with Ethel once the holiday season is passed to take this forward. It may also be possible to give

an abstract of our meetings to the local press to further highlight the Group's activities.

Locality Update : The South Angus Locality Improvement Group meets every 6-8 weeks, which is 'our cluster', Monifieth and Carnoustie Medical Group. Audrey was previously the PPG member on this group and Stuart has been appointed to take her place.

The main outstanding implication for ourselves is Lynn's application for funding for the appointment of a Mental Health Worker to work within the practices. The next meeting of the Locality Group is on the 9th January 2018.

A.O.C.B. : Unfortunately Citizens Advice are to be discontinuing their input to the Practice meantime.

There has been some controversy expressed about the recording of all in-coming and out-going telephone calls, but concise information regarding this procedure has been verified and clarified with the regulating bodies and this is available on the Carnoustie Medical Group Website and on Notice Boards within the Waiting Area.

Date of Next Meeting : The next meeting of the PPG will be held within the Health Centre on Monday 15th January 2018 at 6PM.