

## **Carnoustie Medical Group (CMG)**

### **Patient Participation Group (PPG) Meeting held in Parkview Health Centre, on Monday, 15<sup>th</sup> January, 2018.**

**Attending :** Stuart Anderson (Chair), Lynn McGowan (Business Manager), Ronald Macdonald, Irene Hoar, Ethel O'Donnell, Pat Hutcheon, Isobel Clark, Ken Drysdale, James Collins.

**Apologies :** No apologies received.

Attendees were welcomed to the meeting by Stuart and Lynn.

Irene intimated that due to some uncertainty she may be unable to attend meetings on a regular basis, so is unable to continue as Secretary of the Group.

Stuart will take notes meantime until we can appoint a new Secretary.

Ron clarified that Carnoustie Medical Group Practice were responsible for the administration of the funding provided by a grant from NHS Tayside Primary Care Services Closer Working Fund for the production of a joint Carnoustie Medical Group and Patient Participation Group Newsletter. The Patient Participation Group had no responsibilities whatsoever for any of these monies.

**The Minute of the meeting held on 27<sup>th</sup> November 2017 was read and agreed, proposed by Pat Hutcheon, seconded by Isobel Clark.**

#### **Agenda Items :**

**Amended Appointment System Update:** The new system is working well, although still having a big surge in requests first thing in the morning. Current levels of staff sickness is having an impact but in general, the system is coping with between 380 and 420 calls per day. James expressed an interest in current staffing levels compared to similar Practices but Lynn is currently reviewing the situation. Social Media seems to be having an impact on the attractiveness of Carnoustie Medical Group as a work-place for prospective new GP's. Although we have a Comments Box at Reception, it might be worth considering a 'Friends &

Family' type comments system so that positive outcomes can be pushed more to the forefront.

**Nursing Staffing Levels :** This is currently a concern due to sickness and phased retiral. Some more 'intense' treatments require a greater input and can be time-consuming. 'Non-Medical' interventions, eg. Ear Syringing may require to be suspended meantime. However, the Medical and Nursing Staff situation is shortly to be discussed at a Business Meeting.

**Mental Health Worker Bid :** This continues to progress and funding will be over 2 years at £34,000 per year and will work over both Carnoustie and Monifieth Practices.

**PPG Information Leaflet :** Both Ethel and Stuart have been further investigating layout and design but there are numerous possibilities to consider and it is important that the leaflet be eye-catching, concise and informative if we are to attract potential members to the Group. There are various opportunities to finance the project and once we have a template agreed by all, approaches could be made perhaps to The Haven, or The Carnoustie Traditionals, to help financially.

Stuart agreed to approach the High School to see if the design/set-up of the new leaflet might be a project for some pupil group.

**A.O.C.B. :** Impressions of the new Practice website were in general favourable, but perhaps the various links could be made bolder and perhaps, 'less is more'.

Ethel has spoken the local Ranger Guides about the PPG. After consideration Ethel proposed that perhaps it would be more appropriate to ask young people who are users of services offered by Carnoustie Medical Group and who will have some knowledge of the Medical Centre and be in a better position to contribute to the PPG.

James recounted his experience of establishing an on-line 'virtual' PPG with the aim of attracting input from patients unable to attend 'live' PPG meetings due to their work or family commitments.

**Date of Next Meeting :** The next meeting of the PPG will be held within the Health Centre on Monday 26<sup>th</sup> February 2018 at 6PM.