

**CARNOUSTIE MEDICAL GROUP
PATIENT PARTICIPATION GROUP
Minute of Meeting held at Parkview Primary Care Centre
on Monday 30th April 2018 at 6pm**

Present:- Chairperson – Stuart Anderson
Minute Secretary – Ethel O’Donnell
Ronald Macdonald ,
Apologies – Lynn McGowan, Isobel Clark, James Collins

	Task
<p>1. Stuart welcomed all to the meeting</p> <p>2. The Minute of the meeting on 26th March 2018 was taken as read and approved by Stuart Anderson and seconded by Ron Macdonald.</p> <p>2. Matters arising – a. Amendments to minute – The closing date for Practice Nurse applications should read 16th March 2018 and the cost of leaflets £80 for 300</p> <p>b. PPG leaflets – In James absence there is no update on the PPG leaflet.</p> <p>3. a. Staffing update– 2 new appointments – A new Practice Nurse starts on 21st May 2018 and a new GP Partner starts on 1st July 2018. One of the Nurse Practitioners has decided to reduce her hours from today and is taking some leave of absence, then will return on reduced hours from Monday 14th May.</p> <p>b. Patient attendance – To highlight the increasing demand on Medical Group services Lynn has provided the following figures. On the day following the last Public Holiday 627 phone calls were taken and long queues persisted all day at reception.</p> <p>c. Vision – The new Vision online system for booking, checking and cancelling appointments is working well and will hopefully alleviate some of the demand on the existing phone system. There are only a limited number of slots being released onto this system at present.</p> <p>4. Terms of Reference – Since no suggestions have been received following the distribution of the existing Terms of Reference to committee members, Ethel has drawn up suggestions on a possible format for a new Terms of Reference and also suggested changing the name to Constitution. Stuart and Ron approved the content of the suggestions but Ethel stressed this is only suggestions and needs more work to meet constitutional requirements. It was agreed that a Constitution could be accompanied with a more detailed document laying out the responsibilities of the different roles within the PPG. The suggestions will be circulated to current members for further comment and suggestions before finalising the documents.</p> <p>7. PPG Networking Event 2018 – Lynn has forwarded information regarding an event in the Conference Centre at Kings Cross Hospital Dundee on Monday 4th Juneto mark PPG Week. This event will give opportunity to speak to people from other PPG’s and share issues and ways to resolve problems. Stuart, Ethel & Isobel will attend it.</p> <p>8. AOCB. –</p> <p>a. PPG patient surveys - Stuart has spoken with Rhona Guild, Primary Care Manager/Long Term Conditions, Angus Health & Social Care Partnership. She has experience with PPG patient surveys and is to forward information to Stuart on how this has been done in other Practices. This will be discussed at the next meeting.</p>	<p>James/Stuart</p> <p>Ethel / All</p> <p>Stuart/Ethel/ Isobel</p> <p>Stuart</p>

Ron reported on previous surveys conducted in the past by PPG for CMG. Costing of such a survey was raised. No outcome reached.

b. Telephone appointments - Ron reported on a comment he has had from a patient regarding the financial cost of waiting on the telephone for an appointment when the phone lines are busy. The figure given was not credible. It was agreed this was in the form of a complaint and the complainant should be directed to the Practice Manager.

c. AMBPMD – 24-hour ambulatory blood pressure monitoring device – Ron suggested fundraising to purchase this device. He felt such an exercise to promote the work of the PPG and encourage more people to join. Ethel has checked the cost online at £145. Ethel pointed out that we have an organisation in the town which can help fund such a purchase. More information is required from the Practice to ascertain whether such a purchase would be useful to patient healthcare given by the CMG medical/nursing service.

Lynn has added - The Practice bought 2 of these machines last year so don't require any further at present – but thank you for making this suggestion.

With business complete the meeting closed at 7.15pm

Date & Venue of next meeting – Monday 25th June 2pm in Carnoustie Primary Care Centre. **NB change of time**

Ethel O'Donnell

Ethel O'Donnell

Minute Secretary
2nd May 2018

Minute approved - Ethel O'Donnell Date - 5th June 2018

Seconded - Stuart Anderson Date - 25th June 2018