

CARNOUSTIE MEDICAL GROUP, PATIENT PARTICIPATION GROUP

Minute of meeting held at Parkview Primary Care Centre

on Monday 15th October 2018 at 2pm

Present :- Chairperson – Stuart Anderson

Minute Secretary - Ethel O'Donnell

Treasurer - Ken Drysdale

Committee - Isobel Clark, , new members - Eddie Wilmott, Maureen Wilkie.

Practice Manager - Lynn McGowan

Apologies – Ron Macdonald, James Collins

Task

1. Stuart welcomed all to the meeting and the new members were introduced.

2. Minute of meeting on 6th August 2018 was taken as read, Lynn amended item

When correction is made it will be approved at next meeting. Ethel asked if it would help to send a draft Minute to Lynn for approval before finalising it and sending it out to members. This was agreed.

3. Matters Arising from the Minute –

A. **Update on Bank Account** – Stuart has experienced some difficulties in opening the bank account with Bank of Scotland however it is now in order and the account number and sort code are in place. We have £300 in the bank. Stuart, Ken and Ethel are signatories.

There is potential to get more funding from the South West Cluster, Locality Improvement Group to support and promote the PPG. This would be joint funding to a maximum of £2000 to be shared between Monifieth and Carnoustie PPG's. The application is in the process of being assessed.

B. **Gala Committee donation** – Ethel applied to the Gala Committee for a donation. Stuart and Ken attended the presentation evening and received a cheque for £100. Ethel asked if it had been acknowledged, this has not been done, she will attend to this.

C. **Response to recent media publicity and posters** – there has been no there has been no response to either of these efforts to find new members. This is very disappointing. Eddie asked how many members make up the committee. Stuart and Ethel advised, Ideally 10 to 12 with a membership exceeding that to ensure rotation of members and to secure the future of the group.

4. Evaluation of response to recent publicity and the way forward -

In light of having no reaction from the practice population to the publicity, ideas of finding other ways to recruit new members were discussed, this lead to a lengthy discussion of the problems primary care is faced with. A relentless workload and a lack of understanding and patience from the public, makes life difficult in many ways for Practice staff. Negative comments on social media compounds this and there is no recourse to this in fear of making the situation worse. Advice from the legal medical advisory authority supports this.

Suggestion of ways to take the PPG forward were:-

- a. Further publicity via Radio Tay, the Evening Telegraph, the Angus & Mearns edition of the Courier and having regular reviews in the Gazette on updates of services and news from CMG.
- b. Voluntary Action Angus – Stuart will put his to the next Locality meeting.
- c. Speaking to local groups – Stuart has potential to do this with the SWRI. Other groups could be approached.
- d. Speak to the local Long Term Conditions Group which meets in PPCC.

Ethel

Maureen asked about this group and how it is accessed. Lynn explained that this is a group which has a meeting space in PPCC, but is independent of CMG and manages its own publicity and function. Lynn advised that it can publicise itself within PPCC but she has no authority over them.

5. Report from the ‘Managing Prescribing in Angus’ meeting attended by Stuart, Isobel and Ethel on 16th August 2018 –

Isobel & Ethel compiled a written Report summary which was circulated to the meeting. Dr Scott Jamieson, Prescribing Lead Pharmacist for Angus led the public meeting and explained his work with Angus GP’s and Pharmacists looking at ways to make prescribing more efficient and reduce costs. This has had some success so far but still more work to be done. All who attended said it was a worthwhile and interesting meeting.

6. The 2nd Stage of Transforming Tayside group-

Stuart gave an update on the progress of this group. This meeting was to look at different sections of health care in Tayside including A&E, Long term care of the elderly and Out of Hours Services. The outcome was that points were referred back to the first meeting on local services. These being the reduction of services at Arbroath and Stracathro made by NHS Scotland and asking why these cuts had been made, thus putting more pressure on Ninewells and PRI. The outcome of this meeting had not moved forward from the first meeting.

7. NHS National Services Scotland (NSS) Catering Strategy Forum Event-

A meeting is to be held on 7th November 2018 10am to 3pm in the Golden Jubilee Conference Centre, Clydebank. The Scottish Health Council is supporting NSS to engage and inform people about their Catering Strategy, a key national programme endorsed by NHS Scotland Chief Executives. The aim is to achieve a nationally consistent and effective approach to delivering a high quality food service to patients. If interested in attending names to abigail.cork@nhs.net by Wednesday 24th October.

8. The Health & Social Care Alliance are to hold a ‘Discover Digital : for health and wellbeing event in Dundee Science Centre on 21st October 2018 and Glasgow Science Centre on 22nd – 26th October 2018. This is an awareness event for the general public to encourage people to use their smart phones and computers to improve their health and wellbeing. To find out more visit – www.alliance-scoland.org.uk/discoveredigital

9. AOCB

a.British Red Cross Early Supportive Discharge and Prevention of Admission Scheme - Stuart informed the group that the British Red Cross are to roll out a care in the home support scheme in Angus. Lynn expressed caution about advertising this because of the possibility they would not have the resources to fulfil it.

b.Lynn gave an update on CMG news –

i.Practice Nurse - Sheila Stokoe, senior Practice Nurse has resigned and an advert to replace her is in place. Closing date 2nd November 2018

ii.Parent to Parent – This is a pilot group starting in PPCC for families with children with needs related to behaviour/mood issues. Appointments will be available on Tuesdays and Thursdays starting from 16th October 2018. Parents will be encouraged to self refer themselves to Parent to Parent by telephoning 01382 817558 or completing a referral form that can be obtained at reception. There may be the option for a small number of families to meet under the guidance of the Parent to Parent staff – more details to follow about that.

iii.Cruse Bereavement Counselling – Friday afternoons in PPCC. This is a new service with Helen Holden an experienced Cruse worker offering counselling to help people through the grieving

process.

iv.Locality news – a drive is ongoing to keep services within Carnoustie Medical Group instead of being moved to other areas due to the new Contract. Although they will be managed by NHS Tayside staff, Lynn has so far secured Leg Ulcer Management and Ear Micro-suction to remain within the Medical Centre. Both will be in place by Christmas.

v.Flu vaccinations – There is a change in procedure this year implemented by NHS Scotland. Flu Vac. will be given by appointment only, not by open clinics on an alphabetical system. Letters already issued by NHS Scotland may be causing confusion for the elderly, but the Practice will contact their patients to give appointments. This year there are 5 different vaccines given based on individual need, this has incurred extra work for Practice staff. Despite a national shortage Carnoustie has secured sufficient supplies of the Flu Vac to meet patient needs, but there is also a national shortage of Shingles and Pneumococcal vaccine. Shingle vaccine will be forthcoming. The Flu Vaccination programme is under the auspices of the government.

vi.The Carnoustie Community Helpline has asked to reassure people that their service continues as before. Confusion has arisen due to the change of name to Carnoustie Medical Transport Helpline.

c.PPG Group Secretary - Isobel asked for clarification regarding the post of PPG group Secretary. James offered to take on this role, but has been unable to attend meetings since making the offer. Stuart will contact James regarding this.

Stuart

d.PPG Newsletter – Ken asked if it would be possible to re-instate the PPG Monthly Newsletter which was in existence for some time. This will be looked at.

c. PPCC loop video – Lynn can see no changes to the existing loop video shown in the waiting area in the immediate future. It is a very expensive exercise to do this. Lynn will ask when she attends a meeting at Carnoustie High School if they have pupils who may take on such an exercise to further their studies.

Lynn

With business complete the meeting finished at 15.45.

Date and venue for next meeting – Monday 19th November at 18.00hr in the waiting area of PPCC.

Ethel O'Donnell

Ethel O'Donnell
Minute Secretary
16th October 2018

Approved Date.....

Seconded..... Date.....