

**CARNOUSTIE MEDICAL GROUP
PATIENT PARTICIPATION GROUP**

**Minute of Meeting held at Parkview Primary Care Centre
on Monday 28th January 2019 at 6pm**

Present – Secretary – Ethel O’Donnell

Treasurer – Ken Drysdale

Committee – Isobel Clark, Maureen Wilkie, Alan Gall, Eddie Wilmott

Business Manager – Lynn McGowan

Apologies – Chairperson – Stuart Anderson, Anne Gosling, Amy McLeod, Howard Evans

<p>1. Ethel welcomed all to the meeting and gave apologies as above.</p> <p>2. The Minute of the last meeting 10th December 2018 was briefly reviewed and approved by Ken Drysdale and seconded by Maureen Wilkie</p> <p>2. Matters arising – There were no Matters arising from the Minute.</p> <p>3. Cost of Scout Post and printing flyers to raise the profile of the PPG in the town –</p> <p>Scout Post – The Carnoustie Scouts have quoted a cost of £472.50 to deliver approximately 6000 Flyers to every household in the town. This has been divided into 27 routes at a cost of £17.50 per route. This could be done mid- February depending on us getting the printing done in time.</p> <p>Printing the Flyers - Stuart has had a quote from ‘Visions’ in Carnoustie for printing flyers at a cost of £83 for 5000 A4 single sided prints (estimated cost for 6000 = £99.60) and £146 for 5000 double sided prints, (estimated cost for 6000 =£175.20) which would include the Practice Newsletter. It is preferred to include the Newsletter with the PPG flyer. The Practice would share the cost of the double sided prints. This is cheaper than the quote from the printers in Keptie Street, Arbroath. Stuart is awaiting one other quote for printing.</p> <p>Lynn suggested an A4 rather than the proposed A5 would be preferred for the Practice Newsletter. Ethel will change the format of the agreed leaflet to A4 size.</p> <p>Maureen asked if this was be a 3 fold leaflet, but because it will have different formats on either side Ethel said that would not be possible.</p> <p>Following discussion and confirming the principles of the value of such an exercise it was agreed to proceed with this proposal to raise the profile of the PPG and stimulate positive interest in attitudes towards health care in the town.</p> <p>Purpose of the PPG - This discussion lead to questions about the purpose of the PPG and what it has done so far and a very positive result came from this. Several points of discussion have led to changes within the Medical Centre to improve the quality of patient care, such as confidentiality issues and improving immediate patient contact in the waiting area.</p> <p>There was also discussion on what other PPG’s do and a proposal to visit other groups in the area to talk to them. Lynn is to speak to the Monifieth Business Manager to take this forward. We will also consider other options and members of the group showed enthusiasm to attend Seminars and meetings about PPG issues.</p>	<p style="text-align: center;">Ethel</p>
---	--

4. AOCB

i. Carnoustie Gala Day – Isobel suggested having a PPG stand at the Carnoustie Gala Day on 6th July 2019 to help raise the profile and speak directly to members of the public about it. This was received well and will warrant further discussion.

ii. Scottish Daily Mail report - Alan raised a report in the Scottish Daily Mail this month about a result of the Scottish Government's new GP Contract implemented last April. It reports 'that as part of the transition to free up time for doctors a new enhanced role of Receptionists will see them deciding if patients are ill enough to see their GP'. Lynn was unaware of this report and will look into it.

iii. Lynn advised that the Information Service Division, LIST, over a set period, will be looking at anomalies in Practice issues including appointment demand, this will then be compared with results of a similar review of Monifieth Medical Practice.

This will be carried out independent of the Practice. It is hoped it will resolve some longstanding issues and improve patient care.

iv. Demands on the Practice- To highlight the demands on the Practice Lynn reported that 500 telephone calls had been received within 10 hours today. That is 1 call per minute.

v. Stationery - Ken asked if we had headed notepaper for the group. Ethel will look into this. It was also suggested we should have a supply of stationery supplies for correspondence.

With business complete the meeting closed at 7.15pm

Date & Venue of next meeting – Monday 25th February 2019 at **2pm** in Carnoustie Primary Care Centre. **NB change of time**

Ethel O'Donnell

Ethel O'Donnell

Minute Secretary

29th January 2019

Minute approved – Ken Drysdale

Date – 25th February 2019

Seconded – Alan Gall

Date – 25th February 2019

Ethel