

**CARNOUSTIE MEDICAL GROUP
PATIENT PARTICIPATION GROUP**

**Minute of Meeting held at Parkview Primary Care Centre
on Monday 25th February 2019 at 6pm**

Present – Chairperson – Stuart Anderson

Secretary – Ethel O’Donnell

Treasurer – Ken Drysdale

Committee – Isobel Clark, Alan Gall, Anne Gosling,

New Members – Margaret McKinlay, Kathleen Macdonald, Jeanne Kirk

Business Manager – Lynn McGowan

Apologies – Amy McLeod, Eddie Wilmott

<p>1. Stuart welcomed all to the meeting and gave apologies as above.</p> <p>2. The Minute of the last meeting 29th January 2019 was taken as read and approved by Ken Drysdale and seconded by Alan Gall.</p> <p>3. Matters arising –</p> <p>a. Publicity Flyer & Scout Post, The Scouts have agreed to deliver the Flyers, and Visions will print them. However printing is on hold until the name of the group is decided.</p> <p>b. Scottish Daily Mail report on the role of the Receptionists. – Lynn has looked into this and although the Scottish Government is planning to introduce further training for receptionists there is no question that they will taking on a diagnostic role.</p> <p>c. ISD (Information Services Division)/LIST (Local Intelligence Support Group) NHS Scotland update. – Lynn gave a brief summary of this service offered by NHS Scotland. They support Health & Social Care integration and Primary Care GP Clusters. They will be carrying out an analysis of CMG appointments, telephone calls and failure to attend rates. The team will also look at projected figures which will implicate the services provided by CMG in the future. This will determine if changes need to be made. A similar analysis of the Monifieth Practice will also be carried out by them to give a comparative picture of the findings.</p> <p>A discussion resulted in the question being asked how DNA’s, are dealt with by the Practice and if charges/fines or removing from the Practice list had been considered. Lynn explained that although some health related services did take this action it was not the practice here in Carnoustie. All DNA’s are telephoned to make sure that the practice has a mobile contact number for the patient as text reminders are sent.</p> <p>d. Headed stationery – Ethel circulated 2 examples of head notepaper she had designed. The format with the Logo and address at the top and email and telephone number at the bottom was agreed by a majority decision. This will be used for all future correspondence.</p> <p>4. Gala Committee Quiz, on Tuesday 5th February in the Carnoustie Bowling Club, Maule Street, 7pm for 7.30pm start. – An invitation has been received to support this event. Stuart, Isabel, Alan and Ken will make up a team.</p> <p>5. Change of name for the group – After some discussion it was agreed that the name ‘Patient Representative Group’ was a more suitably descriptive name for the group. It will be proposed and adopted at the AGM.</p>	
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<p>6. AGM – The new Constitution states that an Annual General Meeting will be held each year in March. - Monday 25th March 2019 at 2pm in the library in PPCC was agreed on for this meeting. Ethel will draw up an advert and send it to Lynn for publishing on the CMG website and FB page. A brief report of activities and a Financial statement will be presented. Office Bearers and Committee will be approved and any other relative business discussed. This will be followed by a short business meeting.</p> <p>7. Statistical analysis of criteria which can impact on local Health Services and provision of care. – The question has been asked if figures were available to support any action taken by the PPG looking at the current and potential local housing developments and the impact on local health care services. Lynn has sourced data to part of the question – In January 2006 there were 11,187 patients registered with the practice and in February 2018 there were 13,118 patients registered. This trend is likely to continue in the foreseeable future with an increase in elderly numbers. LIST is still researching estimated population figures for 2025/2030 and the NHS provision required to sustain a meaningful service. We await their findings.</p> <p>Alan and Ken gave very helpful information on how local Council funding is used for Education and other services; however Health and Social Care comes under a different umbrella and does not always have the funding required to support the needs of a community.</p> <p>From a discussion to a previous suggestion on how we can take forward common concerns regarding sufficient support services for the housing developments taking place in Carnoustie, it was agreed to form a small sub-group to compose a letter stating these concerns to Angus Council and copy in the local Councillors for their information. This group will meet on Monday 4th March at 10.30am.</p> <p>Stuart shared comments from a survey on ‘West Carnoustie Place Standard Appraisal’ Summary Report, which confirms the concerns of the local community regarding health care provision.</p>	Ethel
<p>8. Publicity – In response to the question about publishing regular articles in the local Gazette newspaper it was considered that due to the low circulation of this newspaper perhaps a more productive way could be found to publicise the PPG. Lynn offered to clear a notice board in the waiting area for our use. Ethel will look at suitable items and circulate for the opinion of the group before formalising them.</p>	Ethel
<p>9. Carnoustie Gala Day – Isabel’s proposal to have a table at the Gala Day on 6th July in Carnoustie House Grounds to raise the profile of the group has been agreed on. Publicity materials will be on display and available to take away. Merchandise will be resourced and costed (Ethel). Quiz sheets (Isabel) were suggested to stimulate interest. Ethel can provide a gazebo and table. Manpower will be needed on the day. It was agreed to go ahead and book a table.</p>	Ethel/Isabel/ All
<p>10. Achievement, Planning and Progress document to reflect the work done by CMG, PPG – Ethel has drawn up a chart and a narrative form to make it easy to see the progress of the group. This will be regularly updated. It will be sent out to group members to keep them informed.</p> <p>11. PPG video in waiting area. – Lynn attended an Interagency Meeting at Carnoustie High School to discuss local issues and concerns. Pupils have shown interest in developing an updated video to be displayed in the waiting area. Representatives from groups working from the Medical Centre will be involved in promoting their</p>	Ethel

services on this video. Lynn suggested the PPG make a decision on how they would like to do this. Anyone interested in being involved please let Ethel know.

12. AOCB –

a. Lynn :-

The appointment of a new Senior Practice Nurse - Lorraine Forsyth started on the 11th February 2019.

ii. The staff photo board at the entrance to the Medical Centre is to be updated.

III. Commitment and support to the group – The question has been raised before regarding attendance and input from group members. It was agreed that if a person does not attend for 3 consecutive group meetings, and no apologies are received and there is no input by email or other means then it will be considered they are no longer interested in being a group member and their name will be removed from the emailing list.

b. Alan – Parking in the Medical Centre car park – Alan raised the issue of the difficulty in parking in the car park. The admin staff of CMG are aware of this but because it is a shared car park between CMG, Boots the Chemist and users of Pitskelly Park it is difficult to address the problem. Alan highlighted an incident he saw today, a car was parked in the area of the chemist all day and when he came to the meeting at 6pm he witnessed another car draw up, a woman got out, entered the parked car and drove off. It can be assumed that the car park is being used for public parking by those not using the services it is there to provide parking for. Lynn has taken notice of this comment.

With competent business completed at 7.30pm the meeting closed.

Date, time and venue of next meeting – Monday 25th March at 2pm. PPCC. Meet in the waiting area until Lynn arrives to proceed upstairs.

Ethel O'Donnell

Ethel O'Donnell

Secretary

26th February 2019

Minute approved.....Date.....

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