

**CARNOUSTIE MEDICAL GROUP
PATIENT REPRESENTATIVE GROUP**

**Minute of Meeting held at Parkview Primary Care Centre
on Monday 3rd June 2019 at 2pm**

Present – Chairperson – Stuart Anderson

Secretary – Ethel O’Donnell

Treasurer – Ken Drysdale

**Committee – Margaret McKinlay, Isobel Clark, Maureen Wilkie, Alan Gall,
Ken Drysdale, Kathleen Macdonald, Jeanne Kirk,**

New members – Pat Hay, Jim Ray

Office Manager – Clare Stephen

Apologies – Business Manager – Lynn McGowan

<p>1. Stuart welcomed all to the meeting and introduced the new members</p> <p>2. The Minute of the last meeting on Monday 29th April was taken as read and approved by Isobel Clark and Seconded by Margaret McKinlay.</p> <p>2. Matters arising –</p> <p>i. Flyers/Newsletter update – Stuart had no update because Kenny Lee is out of the country. Kathleen and Alan have not had delivery to their respective areas and Yeaman Street and Panmure Street have had double delivery. Stuart will pursue this with Kenny.</p> <p>ii. Secretary – Ethel asked if anyone was willing to take on the post of Secretary. She is willing to continue as Minute Secretary. Jeanne indicated interest and will confirm after her holiday.</p> <p>iii. Extraordinary meeting – held on 16th April – This meeting was called at short notice to discuss the waiting room video. Stuart said he was aware that a quorum was not met and that no decisions had been taken at the meeting. He reported that from the meeting they were made aware of which services would be contributing to the video and that the PRG would need to decide how they would proceed with it. Isobel asked if there was an immediate requirement in getting it done quickly. Stuart gave reassurance that there was no hurry, but we would need to comply with other participant’s time scale. This will be discussed further within the Agenda items.</p> <p>iv. Emails – The problems with emails apparently not being received or arriving on the back of other emails had been discussed at the Extraordinary meeting. Isobel asked if everyone had received the email she sent with the Resume of the Extraordinary meeting. It was not clear who had received it. No solution has been found to the problem. Ethel suggested making a list of email addresses and telephone numbers for all members. This was agreed. To meet with GDPR rules it was agreed to get each member to sign an agreement for this to be done. Ethel will formulate a form and get everyone to sign it at the next meeting.</p> <p>In the meantime we should delete the long thread of past emails to try to prevent further problems. We should always send a new email for each new topic and only reply on a thread to one pertinent subject.</p>	<p style="text-align:center">Stuart</p> <p style="text-align:center">Ethel</p> <p style="text-align:center">All</p>
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<p>4. Finance – Ken reported that from the opening account of £300 the current bank balance is £182.</p>	
<p>Expenditure - a. Flyers - £176 (half of this will be paid by CMG) b. Gala Day table - £30. Stuart has been following up the money from the SWALIG bid, he explained this for the benefit of the new members. To date he has had no success in getting information from Angus Council regarding payment and has now referred it to the chair of South West locality.</p>	
<p>6. Gala Day – Saturday 6th July in Carnoustie House Grounds - 1pm to 4pm. The table is booked. The Quiz has been approved and Lynn is to be approached regarding having it printed in colour. There will be no charge for the Quiz sheet since it is an information giving exercise. Isabel is to organise prizes for each correct sheet returned, a free pen will be given with each quiz sheet.</p>	<p>Isabel</p>
<p>The Quiz sheet will be accompanied with a copy of the Flyer/Summer Newsletter.</p>	
<p>No decision was taken on the number of Flyers to be printed.</p>	
<p>i. Gazebo - Ethel will supply and erect the Gazebo and supply tables and chairs. She will make a banner and also has a trough suitable for the Treasure Hunt. Stuart will get sand for it. Ethel will get markers.</p>	<p>Ethel/Stuart</p>
<p>ii. Hook the duck – Stuart will speak to Eddie about supplying the ducks and hooks. In the absence of anyone having a paddling pool Ethel & Stuart will try to source one.</p>	<p>Ethel/Stuart</p>
<p>Prizes for ducks and treasure hunt – Ethel had sourced small toys online - 125pcs @ £15.99 and 72pcs @ £9.95. A leaflet was circulated. It was agreed to purchase these.</p>	<p>Ethel</p>
<p>Helpers on the day – Stuart, Isabel, Jeanne and dropping in Kathleen & Ken.</p>	
<p>It was agreed to charge 20p per go for each amusement ie the Ducks and the Treasure Hunt and Ethel will make up posters for them.</p>	<p>Ethel</p>
<p>7. Waiting room video – A proposed format was given for the PRG video session. An introduction will be made and the group will be shown on video, then fade to a patient at reception asking for an appointment and the point made about DNA's. The camera will again focus on the group for a conclusion on the subject.</p>	
<p>Stuart asked for names of volunteers to be in the video. Margaret and Isabel volunteered.</p>	
<p>Isabel raised the point that the video needs to have impact to attract attention of patients who may be more focused on their appointment with a health care professional. Kathleen supported this by adding that the person needs to speak clearly and slowly.</p>	
<p>Stuart was happy that he had enough people to proceed with the exercise.</p>	
<p>8. Medical Group Update – Clare reported that the Physio First Service will be rolling out from PPCC on Monday 10th June 2019. To make an appointment patient's will be advised to ask at CMG reception for the contact telephone number.</p>	
<p>9. AOCB</p>	
<p>i. Hearing impairment support - Kathleen raised awareness of a new hearing impairment service starting weekly in Carnoustie Library on Thursdays from 10am to 12md. This service will give advice on hearing aids and other issues.</p>	

<p>ii. The Scottish Ambulance Service – a representative has approached Stuart and asked to come and talk to us on the new Clinical Response Model being introduced. He is waiting for confirmation from them regarding a date.</p> <p>iii. Voices Scotland – A Newsletter was distributed and a Workshop ‘Voices Scotland’ for representatives of community groups with an interest in health & social care was highlighted. It is to be held at Kings Cross hospital on Wednesday 10th July from 9.30am to 12.30pm. Anyone interested in attending contact Ethel who will book places on behalf of the group.</p> <p>iv. DNA appointments - A question was asked regarding people who fail to keep appointments. Clare advised that all DNA’s are contacted when they fail to attend.</p> <p>v. Phone system - A point was raised about the medical centre phone system. When on hold a statement indicates trying to phone back when it is quieter. It was suggested this needs clarification to make it clearer when a better time would be. Clare will discuss this with Lynn on her return.</p> <p>vi. Constitution - Ethel advised that further amendments are required to be made to the Constitution. She will draw these up for approval at the next meeting.</p> <p>With business complete the meeting closed at 3.30pm</p> <p>Date & Venue of next meeting – Monday 24th June 2019 at 6pm in Carnoustie Primary Care Centre.</p> <p>Ethel O’Donnell <i>Ethel O’Donnell</i> Minute Secretary 3rd June 2019</p> <p>Minute approved - _____ Date – _____</p> <p>Seconded – _____ Date – _____</p>	<p>All/Ethel</p> <p>Ethel</p>
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