

**CARNOUSTIE MEDICAL GROUP
PATIENT PARTICIPATION GROUP**

**Minute of Meeting held at Parkview Primary Care Centre
on Monday 24th June 2019 at 6pm**

Present – Chairperson – Stuart Anderson

Secretary – Ethel O’Donnell

Treasurer – Ken Drysdale

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

Business Manager – Lynn McGowan

Apologies – Kathleen Macdonald, Jim Ray, Nick Charlton Smith

<p>1. Stuart welcomed all to the meeting and gave apologies as above.</p> <p>2. The Minute of the last meeting Monday 3rd June 2019 was taken as read. Lynn had one amendment to record. Item 9ii in AOCB should read that a representative from Scottish ambulance had initially contacted Lynn not Stuart as was indicated at the previous meeting. Stuart reported that the contact person had not confirmed dates to come and speak to us. Lynn emphasised that Stuart would have to chase this up</p> <p>Otherwise the Minute was approved by Maureen Wilkie and seconded by Margaret McKinlay.</p> <p>2. Matters arising –</p> <p>i. Scout Post flyers – Stuart has still been unable to contact Kenny Lee for an update on the distribution of the Flyers/Newsletters. There are still areas in the town which have not received them. Stuart will continue to pursue this matter</p> <p>ii. Secretary – With no offer to take on the position of secretary, Ethel will continue meantime.</p> <p>iii. Emails - There are still problems with emails with no explanation as to why they are occurring. Ethel will look further into this to try and resolve the issue. In the meantime it was reiterated that we should avoid tagging new subjects on to old emails and that a new email should be sent whenever a new subject is opened for discussion. In some instances it will be necessary to have group conversations.</p> <p>iii. Waiting room video – Ethel asked if Stuart was prepared to go ahead with the video with only 3 group representatives taking part. It was agreed that Stuart would circulate an email with a proposed format to get a wider opinion of peoples feeling about the video.</p> <p>iv. Constitution – Ethel has reviewed the constitution with additional clauses to meet requirements of the group. An email copy will be sent to group members.</p> <p>4. Finances- Ken gave an update on current finances. The Bank accounts sits at £1149.16. Expenditure for the past month was £238.84. Pending payments are the Scout Invoice for distribution of the Flyers/Newsletters, which will be shared with the Practice and sundries for Gala Day stall.</p> <p>5. Resignations – Anne Gosling has resigned from the group. Ethel has written to Anne thanking her for her contribution to the group.</p>	<p>Stuart</p> <p>Stuart</p> <p>Ethel</p> <p>Stuart</p> <p>Ethel</p>
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<p>6. Truacanta Project relating to Palliative care– Further to an email forwarded from Lynn, Stuart has had further discussion with Elaine Colville, Senior Nurse in Palliative Care for Angus Health & Social Care Partnership. She is keen to come to talk to us on this project. Stuart circulated information from Elaine. Following discussion a majority show of hands voted in favour of asking Elaine to come and share more information with us.</p>	Stuart
<p>Lynn advised us of the work of Cruse Bereavement Care with CMG and how the Practice had identified gaps in the service which resulted in an increased service for the benefit of the practice population.</p>	
<p>During discussion regarding how Cruse and other services are advertised by the Practice Lynn advised the group that various medias are used to inform patients of the services provided from PPCC, Cruse being one of them. A suggestion was made to ensure the local Undertakers do tell clients of this service too. Lynn agreed to speak to them regarding this.</p>	Lynn
<p>7. New Funding Opportunity – Following discussion between Clive from Voluntary Action Angus and Lynn, Stuart has had contact with Carnoustie Golf Links Committee regarding funding for the group. It was agreed to put in a bid for funding to the cost of £300 for increasing patient knowledge of available services provided by CMG and the Third Sector. The closing date for applications is 31st July 2019.</p>	Stuart
<p>A discussion developed regarding the recent Secondary Care Waiting List times published by NHS Tayside. Although this was felt to make interesting reading, it was highlighted that these statistics are available on the NHS Tayside website, which Ken said he had found to be impressively informative. It was felt that for us as a group to be involved in distributing such information may lead to ‘risky conversations’. However there was a positive feeling that we could have a role in increasing public awareness of the information available on the NHS Tayside website and encourage patients to access this.</p>	
<p>8. Gala Day – The banner, posters, quiz, activities, prizes, and float are prepared or in hand for Gala Day on 6th July 2019. Stuart & Isabel will be on the stall all day with help from Jeanne and possibly Ken. Ethel will erect and strike the gazebo and provide the table, seats and water for the ‘Hook the Duck’ activity.</p>	Stuart/Isobel/ Jeanne/Ken/ Ethel
<p>9. Medical Group Update –</p>	
<p>i. Lynn advised that Dr Morton is taking a 3 month sabbatical from the end of June and will return in October. Dr Gorrie will increase his hours to meet the workload demand during this time.</p>	
<p>10. AOCB –</p>	
<p>i. GP Awards – Lynn via Stuart had shared a communication from Karen Rankin regarding the RCPG Scotland Outstanding GP Practice Award 2019. Although it was felt this was something we could be involved in, people had not had time to digest the information to make a decision at this meeting. The deadline for nominations is 29th July 2019.</p>	
<p>ii. New member - Stuart advised we had a new member, but he was unable to attend tonight. It was agreed to send him a copy of the Minute from this meeting.</p>	
<p>iii. Practice statistics. – In response to a suggestion on highlighting practice statistics, Lynn advised on how they determined what to highlight and focus on in the Quarterly Newsletters. Current pertinent issues are determined and a subject is chosen for a main</p>	

focus in each Newsletter. Current subjects relate to uncollected Fit Notes, Prescriptions and Patient Reports and the number of DNA's, all of which incur a great deal of doctor's and administrative time and cost to the practice.

The question was also asked if there was a particular area posing the problems, Lynn advised this was difficult to determine and that it was not specific to an area, age or gender.

It was agreed that in general changing social/health needs and high expectations were a global problem.

iv. Scam phone calls – Margaret has received a phone call giving the impression it was from the Medical Centre asking about the flu injection. When she did not recognise the number she ended the call and contacted the Practice, where she was informed no one had called her from CMG.

Lynn is aware of similar opportunistic scam phone calls being made on a variety of health related pretences and she knows of an instance which resulted in people signing up for goods/services they did not require. A leaflet has been shared within the Practice alerting people of similar scams where people have been asked for bank details from phishing scams which appear to be from legitimate organisations.

Any such incident should be reported to either Police Scotland on telephone number 101 or any Angus Access Line on 08452 777 778 or to Trading standards.

v. PRG Contact List – Ethel circulated the recently compiled contact list for checking and to comply with GDPR asked everyone to sign an agreement for names, telephone numbers and email addresses to be shared within the group.

Date & Venue of next meeting – Monday 26th August 2019 at 2pm in Parkview Primary Care Centre. **NB. Please note there will no meeting in July**

Ethel O'Donnell

Ethel O'Donnell

Minute Secretary

25th June 2019

Minute approved – Isobel Clark Date – 26th August 2019

Seconded – Margaret McKinlay Date – 26th August 2019