

<p>5. South West Locality Improvement Group (SWALIG) – Isobel gave a report of her first attendance at the SWALIG meeting. This group consists of members from Carnoustie & Monifieth Medical Groups and representatives from the Statutory and Voluntary Services in Angus. Isobel sat with the Home Care & Carers group discussing improving care of the elderly and keeping them in their own homes. The conclusion reached was to identify carers who are not known to the services and to get the groundwork in place to balance meeting carer’s needs and ensuring the service can cope. Suggestions and ideas can be taken to the next SWALIG meeting by Stuart.</p>	All
<p>6. Waiting room video upgrade – a. Missed appointment/cancelling appointments video – Eddie gave a brief account of the sub-groups suggestions for this video and was given approval by the group to take this forward. Eddie will speak to Clint and arrange a meeting with those concerned.</p> <p>b. PRG video – Stuart had sent out his proposal prior to the meeting. A sub-group was formed to meet to take this forward, namely Stuart, Eddie, Isobel, Margaret, Jeanne, Ken & Jim volunteered. All members present agreed to take part in the video, along with Alan & Nick. The proposal is that it will be filmed round the board room table. Lynn will confirm available dates when the room is free. Ideally it would be preferred if the whole group agreed to take part in this video to show the success of group membership.</p>	Eddie Eddie/ Lynn
<p>7. Results from LIST findings of a missed appointment survey for doctors and nurses in Carnoustie Medical Group – the result of this survey shocked members of the group. The highest number of failure to attend appointments is in the 22 to 64 year old age group. Following Ken’s suggestion it was agreed to put a poster up on waiting area notice boards giving the statistics relating to the survey and information about the importance of cancelling appointments no longer needed. The posters designed by Ethel were met with approval from the group.</p> <p>This subject raised questions about cancelling appointments – Lynn confirmed that appointments can be cancelled either by telephone or at reception. The Practice is currently looking at other methods of cancelling appointments. Web booked appointments can be cancelled via the web (internet).</p>	Ethel
<p>8. NHS Tayside Transforming Tayside Orthopaedic Survey – this survey is taking place for a 3 month period until 31st October with the aim to get public opinion of the proposed improvements in Orthopaedic services in Tayside. The proposal is that all unplanned surgical trauma operations will be done at Ninewells hospital and centres of excellence for planned orthopaedic surgery will open at PRI and continue at Stracathro hospital in Angus. Margaret & Ethel will attend an open day on 7th September and report back to the group at the September meeting.</p>	Margaret/ Ethel
<p>9. Medical Group Update – Lyn reported that a new Senior Practice nurse has been appointed and starts on 01/09. 2 new Trainee doctors have started and will be with the Practice for 1 year. A new type of Trainee doctor has also joined the Practice and will be working 1 day a week. The holiday time has been very busy time with staffing levels reduced due to holidays, sick leave and bereavement leave.</p>	
<p>10. AOCB i. Group name on PRG page on Practice website – Ethel has noted the name is ‘Representation’ instead of ‘Representative’ on the PRG page. Lynn will get this corrected.</p>	Lynn

ii. Jim asked questions regarding the appointment system – he opened his queries by emphasising that he considered the reception staff and doctors in CMG to be superb.

iii. Appointments - He has had difficulties getting an appointment for a named doctor and asked if it was possible to have information for patients of when the doctors were available for surgery appointments.

Lynn confirmed that there is a leaflet giving the times of when doctors are available. The leaflets are available for patients to take from the main reception desk.

ii. Telephones – He asked for an explanation on how the telephone system works regarding the stated number in the queue when telephoning for an appointment.

Lynn explained the system is operated from the back office and why the number can be so high. Basically the number is dictated to by how many people are trying to get through at the same time i.e. when a patient is phoning the number indicates that another, for example 37, people are doing the same thing. Lynn took the group down to the office at the end of the meeting to show us how it worked. A screen displaying call information gives an indication of the call situation and the number of telephonists can be increased, as required, depending on availability of staff. The same screen is available to reception desk staff when making appointments giving equality to appointments made by telephone and at the reception desk. The telephone system has been carefully monitored over time and changes made to improve it as indicated by findings.

iii. Vice Chair – Eddie proposed appointing a Vice Chair to reduce the pressure on the Secretary/Minute secretary at meetings when the Chair is absent. Eddie offered to be Vice Chair and was proposed by Margaret and seconded by Jeanne.

iv. Privacy at the POD –Ethel raised an issue brought to her by a patient who had an experience of a man overlooking her when she was taking her medical recordings.

Lynn advised that it is impossible for the staff to monitor all patients at the POD and explained that in such circumstances patients should take responsibility and ask the ‘observer’ to move away.

v. Diabetic pilot – Angus Diabetic services is taking part in a new system of care for diabetic patients to reduce pressure on the service. The system is already being piloted in NE Scotland. The new system will be patient centred and allow the patient to decide when he/she requires a review rather than routine appointments being sent out when there is no indication in the patient’s condition to warrant a Consultants appointment.

Lynn is aware of other similar pilot studies relating to other medical conditions going on in Angus.

With all business complete the meeting closed at 4pm.

Date & Venue of next meeting – Monday 30th September 2019 at 6pm in Parkview Primary Care Centre.

Ethel O’Donnell

Ethel O’Donnell

Minute Secretary

27th August 2019

Minute approved – Jeanne Kirk

Date – 30th September 2019

Seconded – Margaret McKinlay

Date – 30th September 2019