

**CARNOUSTIE MEDICAL GROUP
PATIENT PARTICIPATION GROUP**

**Minute of Meeting held at Parkview Primary Care Centre
on Monday 30th September 2019 at 6pm**

Present – Vice Chair – Eddie Wilmott

Secretary – Ethel O'Donnell

**Committee – Margaret McKinlay, Pat Hay, Sheena Pritchard, Alan Gall, Jeanne Kirk,
Kathleen Macdonald,**

Business Manager – Lynn McGowan

Visitor- Eddie Martin, Chair of Montrose PPG

Apologies –Chairperson – Stuart Anderson, Ken Drysdale, Isobel Clark, Nick Charlton Smith

TASK

<p>1. Eddie welcomed all to the meeting, gave apologies as above and introduce visitor, Eddie Martin, Chair of Montrose PPG to the group</p> <p>2. The Minute of the last meeting 26th August 2019 was accepted and approved by Jeanne Kirk and seconded by Margaret McKinlay</p> <p>2. Matters arising –</p> <p>i. RCGP nomination for Best GP Practice 2019 – It is with regret that contact from RCGP has explained that the submission could not be accepted because a member of CMG sits on the RCGP committee. Lynn reiterated how grateful the partners and staff are that the PRG considered them worthy of being put forward for this award.</p> <p>Dr Elaine McNaughton has been awarded the Alastair Donald Award for outstanding achievement for service delivery, education, research and wider contribution to society. We all congratulate Dr McNaughton on this achievement and recognise how well deserved this is.</p> <p>The Carnoustie & Monifieth GP Practices were awarded the Scottish Government Local Improvement Project Cluster Award for Improving Access to Mental Health, 3rd Sector services. Our Congratulation go to them for this achievement.</p> <p>ii. Funding Applications – Carnoustie Golf Links Committee - We were unsuccessful in our application on this occasion. Carnoustie Gala Committee – We received a cheque from the Carnoustie Gala Committee. Ethel & Margaret attended to collect the cheque. A letter of thanks will be sent.</p> <p>iii. Emails – the problem appears to have improved. Devising a fail proof system is difficult because of the different systems used. However it is urged to begin a new email for each new subject discussed and not to add on a new subject to old emails because this becomes cumbersome and makes it difficult to read and follow threads.</p> <p>iv. PRG/CMG video loop - the videoing sessions for the PRG component is now complete. We await contact to prepare the voice over and captions for the PRG videos. Lynn will advise when this is ready.</p> <p>v. DNA's/ Cancelling appointments – It is recognised this is a national problem. Lynn advised that CMG is to introduce a dedicated number on the telephone system to cancel appointments. Although it is accepted this will not resolve the problem it should help free more appointments on a daily basis. Also an item on this Agenda.</p>	Ethel
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<p>vi. Recording Bank Account details in the Minute – following discussion it was agreed that Finance would remain an item on the Agenda but the Bank statement would not be recorded.</p> <p>vii. CMG LIST statistics – Posters have been displayed on both notice board in the waiting areas showing the current statistics on failing to attend appointments.</p> <p>viii. Ambulance Service – Further attempts have been made to speak to someone from the Scottish Ambulance Service without success. Another contact number has been acquired. To be discussed with the Chair on his return.</p> <p>xi. Truacanta – Elaine Colville from HSCP Palliative care is coming to the November meeting to talk on the Truacanta Project.</p> <p>x. Transforming Tayside Orthopaedic Survey – 2 members represented the PRG at sessions in Dundee and Forfar on the proposed changes to improve both the Orthopaedic and Acute Stroke Services within Tayside. These changes will bring improved centres of excellence at Ninewells, PRI and Stracathro for planned and trauma orthopaedic surgery and immediate response in the case of acute stroke. Following discussion highlighting the benefits of the proposals, the group agreed for a review to be submitted on their behalf. A report from the attendance has been circulated to the group.</p> <p>xi. PRG contacts - The signatures giving permission to share personal information are now in place. The list will be sent out with the Minute.</p> <p>4. Finance – with no expenditure or income this month the bank statement is unchanged.</p> <p>5. Reports from the Chairperson-</p> <p>a. SWALIG (South West Angus Locality Improvement Group) – Angus Mental Health Team are to highlight mental health issues and the self-help facilities available and how to access them. Posters are to be displayed on the inside of toilet doors in public places and throughout the burghs in Angus. The PRG may be asked to help with identifying suitable places in Carnoustie.</p> <p>b. Diabetes Strategy Group – The reorganisation of diabetic services continues to progress in the NW and NE Clusters. Changes will be measured for effectiveness after introduction at the November clinics.</p> <p>6. Reviewing the Constitution- This document has become lengthy and requires modification. It will be reviewed and presented to the Group for comment.</p> <p>7. PRG leaflet in the CMG New Patient Pack - Lynn agreed to include information on the PRG in this Pack. A leaflet will be drawn up and presented at the next meeting for comment prior to submitting it to the Practice.</p> <p>8. Meeting with doctors – This has been discussed before but at the time it was felt to be inappropriate due to the structure of the group not being established. Now that we have direction on the future of the group we consider it the right time to ask the doctors to meet with us to discuss common issues. Lynn will address this proposal with the doctors.</p> <p>9. Elderly and hearing impairment issues with telephone consultations – When telephone calls are received from the Practice, difficulties for people with dementia and hearing impairment has been identified by a group member. A lengthy discussion identified the following measures which can help:-</p> <p>a. If formally diagnosed the patient or their relative/carer can register their disability with the Practice, it will then be recorded on the medical record and appropriate action will be taken when required.</p>	<p>Ethel</p> <p>Ethel</p> <p>Lynn</p>
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9b. Voluntary Action Angus based in Parkview Primary Care Centre can help and give advice on aids and services available for people with disability.

c. Registered deaf patients- The British Deaf Society can provide services and alarms to assist communication and safety.

d. Power of Attorney may be required for people with dementia or memory difficulties, this needs to be registered at the correct level for individual needs.

10. The Men's Shed. – Caledonian University, Glasgow is currently researching the benefits of Men's Sheds on men's physical and mental health, in particular, issues regarding loneliness and mental health. Ken has raised this to highlight the benefits, to raise awareness and to share with the doctors and staff that referrals can be made to the Carnoustie & Monifieth Men's Shed which currently meets in The Old Machine Room, Invertay House, Monifieth. See their FB page for more details.

Lynn advised that a Football Group for football enthusiasts is being established in Carnoustie to encourage older men to socialise and will possibly meet in PPCC.

11. DNA's – Resolving the problem – Highlighting cancelling appointments – the recent LIST statistics of wasted appointments due to people failing to cancel unnecessary appointments has caused concern within the group. The PRG has already addressed the problem in the upgrade of the waiting room video. This is known to be a national problem and members have agreed with Ken's proposal to take this further and ask the Scottish Government to address the issue. Members are asked to bring ideas to the next meeting on the best way to take this forward. Lynn suggested that following a recent visit to the Practice, writing to Jeane Freeman, Cabinet Secretary for Health & Sport, may be a starting point. For discussion at October meeting.

12. Medical Group Update – a. Public Holiday - Lynn advised that Monday 7th October is a Public holiday and that although the Medical Centre will be closed to Patients, herself and the doctors and staff will at work as usual concentrating on business issues, meeting with the accountant and discussing other outstanding matters.

b. Staff changes – A reception member of staff has left and applications are currently being received to appoint her replacement.

c. 2019 Flu clinic – Changes are in place this year, local patients will receive 2 types of influenza vaccine, patients should be aware when speaking to people from different areas that variations will exist. Adult patients 18 to 64yrs in the 'at risk' group and patients over 65yrs will still be vaccinated in the Practice by Practice staff, but this year it will be by appointment only, there will not be any 'drop in' clinics as in previous years. This is not standard across Tayside some areas will have to attend central points for vaccination. The Practice has endeavoured to keep this local based for the convenience of their patients. Young children and children at risk will be vaccinated by Immunisation Clinic staff. These changes are due to the NHS Scotland Vaccination Transformation Programme review.

13. AOCB –

a. Ethel - Karen Rankin, Scottish Health Council representative is to look at arranging a meeting for Angus Patient Groups to get together to share information.

b. Sheena – 'SHARE' NHS Scotland- this is a register for people aged 11yrs and over who are willing to be invited to take part in research projects. On signing up for the project consent is also given for any left-over blood following routine clinical testing to be used for anonymised research. Leaflets are available at CMG Reception desk.

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c. Sheena – Appointment cards - Members supported the suggestion that when giving out appointment cards it would be helpful to include the day as well as the date and time.

d. Jim – Morning queues outside health/medical centres – Jim highlighted this common problem by showing an article in a recent Evening Telegraph of a report on a centre in a neighbouring town where patients gather before the centre opens.

e. Margaret – Signing in screen at entrance - Confirmation was given that this is only for GP and Practice nurse appointments and not for Allied Profession appointments such as Podiatry, Speech Therapy etc.

With business complete the meeting closed at 7.45pm

Date & Venue of next meeting – Monday 28th October 2019 at **2pm** in Carnoustie Primary Care Centre.

Ethel O'Donnell

Ethel O'Donnell

Secretary

1st October 2019

Minute approved –

Date –

Seconded –

Date –