

**CARNOUSTIE MEDICAL GROUP  
PATIENT REPRESENTATIVE GROUP  
Minute of Meeting held at Parkview Primary Care Centre  
on Monday 28<sup>th</sup> October 2019 at 6pm**

**Present – Chairperson – Stuart Anderson**

**Vice Chairperson – Eddie Wilmott**

**Secretary – Ethel O’Donnell**

**Treasurer – Ken Drysdale**

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

**Business Manager – Lynn McGowan**

**Apologies – Kathleen Macdonald, Nick Charlton Smith**

**Visitors – Dr Elaine McNaughton, CMG, Linda Brown, & Iain Melville from Move More Angus.**

**1. Stuart welcomed all to the meeting and gave apologies as above.**

**2. Dr McNaughton** was introduced to the meeting, as the first GP to attend in response to our request to have doctor representation at our meetings. A doctor will attend on a quarterly basis to keep in touch with our progress and give feedback as appropriate.

**3. Linda Brown and Iain Melville from Move More Angus, a Specialist Support Group working in conjunction with Macmillan Cancer Services** gave an interesting talk on the service and a taster session of the type of exercises done at the group. Groups have been running across Scotland for some time and the Carnoustie Group started in June 2019 and meets in Carnoustie Leisure Centre on Thursdays at 1pm. Iain is a volunteer with specialist training with the Gentle Movement class. Other classes offer walking, circuit exercises and in some areas, gardening. This a 3 year funded programme which will hopefully continue beyond that time. The group is open to everyone with or who have had a cancer diagnosis and their carer’s. People can self-refer via the Leisure Centre or a referral can be from Health Care providers. The Carnoustie Group is open to people from neighbouring towns.

A question and answer session followed and Lynn offered to provide opportunity in PPCC to advertise and promote the service.

**AGENDA-**

**3.The Minute of the previous meeting on 30th September 2019** was accepted as read and proposed by Pat Hay and seconded by Jim Ray

**4. Matters arising –**

**i. An amendment to item 13c was made;** it should read that the day as well as the date and time would be helpful on the automatically generated appointment cards. Lynn advised that in response to the request at the last meeting hand written appointment cards now include the day but it may not be possible to change the automated generated cards because of the system used. She will enquire if this change is possible to be made via the automated service supplier.

**ii. PRG/CMG video sessions –** Eddie reported that Clint is progressing with the sessions. Lynn advised that some videos are still being recorded.

Lynn

<p><b>iii. Ambulance Service</b> – There has still been no response to the request for a representative from the Scottish Ambulance Service to attend one of our meetings. Ethel has a direct contact for the Team Leader and will make contact with him.</p> <p><b>6. Finance</b> – Ken gave an update of finances. There has been no expenditure this month, but a donation has been received from Carnoustie Gala Committee. The question was raised of any pending expenditure. There are proposals in the pipeline which may require funding and this will be reviewed as they progress.</p> <p><b>The meeting digressed to other pertinent related issues-</b></p> <p><b>i. CMG Practice Newsletter</b> - Lynn was asked if there had been any comments about the quarterly CMG Newsletter which is published and distributed throughout the town. There have been no comments, but the fact the distribution is wide and the supply at Reception needs constant replenishing is seen as a very positive step.</p> <p><b>ii. TV monitor in the waiting area.</b> – It was suggested a larger TV monitor may be of benefit to help people in all parts of the waiting area view and hear the commentary better. Lynn reminded the group the new programme currently being filmed will be of a better quality with improved visual aids which will hopefully bring a clearer understanding of the points made by each discipline shown on the screen. The current monitor includes a facility to switch from local issues to national news programmes and is an expensive machine. To review when the new programme is up and running.</p> <p><b>iii. Computer access for patient’s personal use</b> - A suggestion was made to have a computer in PPCC for patients to use to access information on individual health related problems. Lynn advised this had already been tried but was met with security and safety issues and it was abandoned. People can access an open computer in Carnoustie Library.</p> <p><b>iv. Use of PPCC out with opening hours</b> - The question was asked if facilities existed in PPCC for groups to meet out with opening hours. Lynn advised a few groups do meet but it does mean a responsible person has to be in attendance for security purposes therefore there are restrictions to this. From this discussion it was highlighted that groups such as Diabetic and Long Term Condition groups are struggling to get members.</p> <p><b>7. The Men’s Shed Update</b> – Ken gave a brief resume of the purpose and progress of the Men’s Shed Project nationally, particularly on the findings of Caledonian University, Glasgow on the benefits to the physical and mental wellbeing in men. The Carnoustie and Monifieth Men’s Shed group are looking for new premises and may return to a venue in Carnoustie. Currently they meet in the old Seaview School in Monifieth.</p> <p><b>8. DNA’s/Cancelling appointments – Resolving the issue? –</b></p> <p><b>i. The new Voice Mail Box option</b> to cancel appointments is already having a good response with cancellations being made.</p> <p><b>ii. As group we have already responded</b> to the alarming figures of the number of wasted appointments due to people failing to attend. We are aware this is a national problem and are willing to consider taking this further, however we will monitor the actions already taken before a decision is made on this.</p> <p><b>iii. Cost of wasted appointments</b> – A question was asked if it is possible to cost individual non-attendances. Because of the differentials within general health care and Primary and Acute Care it would be very difficult to accurately determine this and current figures published are likely to be a general estimate rather than a determined</p>	<p>Ethel</p>
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factual figure.

It was highlighted that a focus on what we are doing locally could bring greater benefit to our concerns at this time and that in general there is an age related difference to the opinions of the younger generation and their older contemporaries because of experiences of the changing times we live in. These changes are not always fully understood to bring acceptance of them.

**9. Prescription box at Reception** – A comment was reported back about the prescription box appearing always to be full. Lynn advised that the box is emptied 3 times a day and that the staff do try to keep a check on it. Constructive observations such as this are appreciated by all staff in CMG. It is worth recording that the doctors sign large amounts of prescriptions during their coffee break every day. To put this into context for **one week** in September, **1876 patients** were issued with **5279 prescription items**.

**Related points discussed** – i. It has been noted that 2 characters were missing from the right side of the prescription. Lynn to check this out.

ii. The 2 days stated as time to wait for a prescription to be ready applies to CMG. There is additional time before the prescription is ready at the chemist. All pharmacies can have different timescales for this but CMG staff always advise patients to allow extra time.

**10. Christmas Meal** – The group agreed that a Christmas Meal Out would be nice. Ethel will check availability and report back to group members. An evening meal was favoured.

**11. CMG Update** – Lynn reported that the Autumn Newsletter has now been circulated and is on the 3rd printing to meet demand.

The Flu Immunisation Programme is going well and will hopefully be complete by the target date.

## **12. AOCB**

**i. Dr McNaughton was thanked for her attendance and helpful input to the meeting.**

**ii. Health Fair in PPCC** –following previous suggestions how to promote the PRG and other services in the Medical Centre, the group agreed that with the number of members now available this could be productive. Clive from Voluntary Action Angus, based in the Practice, is looking to do something similar and we will discuss it with him with a view to combining ideas.

With business complete the meeting closed at 7.45pm

Date & Venue of next meeting – Monday 25<sup>th</sup> November 2019 at **6pm** in Carnoustie Primary Care Centre

Ethel O'Donnell

*Ethel O'Donnell*

Minute Secretary

29th October 2019

Minute approved –

Date –

Seconded –

Date –