

**CARNOUSTIE MEDICAL GROUP
PATIENT PARTICIPATION GROUP**

**Minute of meeting held in Parkview Primary Care Centre
On Monday 25th November 2019 at 2pm**

Present- Chairperson – Stuart Anderson

Secretary – Ethel O’Donnell

**Committee – Jim Ray, Isabel, Clark, Kathleen Macdonald, Maureen Wilkie, Nick Charlton Smith,
Margaret McKinlay, Pat Hay**

Business Manager – Lynn McGowan

Guest speaker – Elaine Colville

Apologies – Ken Drysdale, Alan Gall, Jeanne Kirk, Eddie Wilmott, Sheena Pritchard

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

2. Stuart introduced Elaine Colville, Senior Nurse in Palliative and End of Life Care in Angus.

Elaine gave us a comprehensive talk on the Adult Palliative Care and End of Life project in Angus. She was appointed to the post in July 2018 and since then she and Steering Groups have looked at the service as it stood then and progressed through a series of mapping exercises asking patients and carers what support they need, to comparing services in Canada, New Zealand and Australia. In June 2019 the plan was published and a web page has been set up where information is available on different aspects of palliative and end of life care.

Elaine then gave a brief overview of the Truacanta Project- Truacanta is the Gaelic word for compassion – this project arose from an awareness of a lack of support for cancer patients and their carers through the journey from diagnosis to death. It is hoped 4 communities in Angus will sign up to take part. Already, Brechin Health Care Group and Edzell Medical Centre have signed up to it. The emphasis is on communities developing their own support service with support from Elaine and the palliative care and end of life service.

Elaine answered questions on the involvement of the service in Nursing Care Homes and in the transition from acute hospital care to primary care for patients and their carers. Elaine was thanked for her interesting talk giving enlightenment of the support available for families at this difficult time in their lives.

*Margaret joined the meeting

Agenda

3. The Minute of the last meeting 28th October 2019 was taken as read and approved by Pat Hay and seconded by Jim Ray.

4. Matters arising –

i. Waiting area Video session progress – Lynn reported that all videoing has been completed and Clint is now editing it in preparation for signing for the deaf, captions and voice over inclusions.

ii. Ambulance Service – Ethel has spoken to Robin Yule the Team Leader with the Scottish Ambulance Service who will be happy to come and talk to us on any part of the service of interest to us. It was agreed to ask Robin to come to the meeting on 27th January at 2pm to give us a general talk on the current ambulance service.

iii. Proposed information session in PPCC – Ethel has as yet been unable to speak to Eric Blyth, Business & Practice manager in Monifieth Medical Group about the work he has already done which could compliment this idea. Eric is unavailable at this time. Ethel will continue to pursue this matter.

Ethel

Ethel

5. Finance – in Ken’s absence the meeting was advised that the Bank statement is as it was at the last meeting. A donation cheque and invoice for decorations are pending.

6. Report from SWALIG meeting – Isabel gave a report from the last meeting.

i. Shona Burge from Home & Mobile Health Care talked on the Florence or Flo text messaging system. This is a texting service which is tailored to meet individual needs. It can remind patients to take their medicines, take blood pressure or other essential results for recording into the Florence system. Lynn advised at the moment the system does not interact with the Surgery medical systems but it is hoped that this will be developed in the near future. When that happens, CMG shall be giving it serious consideration. Florence is named after Florence Nightingale, the founder of modern nursing.

ii. Peter Burke from the South Angus Parents of Adults with Learning Difficulties group talked on the wellbeing of carers. He described the difficulties of the lack of support for carers and the work being done to improve this.

7. Diabetes UK Strategy for 2020/2025 –Stuart updated the meeting on the ambitious 5 year plan looking at early diagnosis for Type 2 diabetes. Currently advertising posters are being displayed with the captions ‘We want people to live longer’ and ‘We want to cure people with diabetes’ to raise awareness of this issue.

8. SWALIG Mental Health & Wellbeing Poster Project update – Stuart gave an update on the posters to be displayed in public places. They are currently being designed with the theme of ‘Feeling sad’, ‘Feeling alone’, ‘Feeling stress’, ‘Feeling anxious’ and should be completed by March 2020 ready for display for Public Health Awareness week in May 2020. Carnoustie has been identified as a possible launch area for the campaign.

We are aware of similar projects being done by other services. Lynn explained that CMG 3rd Sector Service (Penumbra) were keen to be involved and will liaise with Terry Irvine, Principle Planning Officer to discuss their role in this area of care.

9. Christmas decorations and decorating the PPCC tree – On Thursday 28th November at 2pm a team of 6 of the PRG ladies are to get together to wrap empty parcels to put under the tree. New decorations for the tree have been purchased, mainly of eco-friendly materials and Ken has been gifted a Reindeer and sleigh from The Men’s Shed and he will provide a Santa to sit in it. A group will meet on Friday 6th December at 10am in PPCC to decorate the tree. A plaque, gifted by the husband of a group member will be displayed acknowledging the PRG and Mens Shed contributions to CMG. The parcels and sleigh will be anchored to maintain their safety.

10. Christmas meal/social night out – Thursday 5th December, 6.30pm in the Station Hotel.

11 members are able to attend this event. Lynn commented that this is the first time there has been a social night out for the PRG.

11. PRG notice board for the upstairs waiting area - Agreement was reached to Ken’s suggestion to have a notice board in this waiting area to raise awareness of the PRG. Lynn has a suitable pin board and it was agreed to place it beside the notice board at the left hand area on exiting the lift.

12. Visit to Montrose PPG – Ethel & Isabel spent an interesting evening with the Montrose PPG hearing how they have progressed to a strong membership. Their work is similar to ours, and they represent the 3 Medical Practices housed in the Links Medical Centre, Frank Wood Way, Montrose.

13. Medical Group Update –

i. ‘The Joy of Village Life’ painting - Nine members of the Carnoustie Art Society have compiled a painting based on the water colour work by Marc Chagall, the Russian-French-

Jewish artist of International repute. Carnoustie Medical Group feels privileged to have the 9 foot tall painting called 'The Joy of Village Life' displayed on the wall of the downstairs waiting area, which also gives an opportunity to view it from the upstairs corridor. Nick made the point that the vibrant rich colours in the painting has researched base evidence to show the positive effects on health, thus improving the visual environment of the Medical Centre.

ii. With 2 new members joining the staff, the Administration staff compliment is now at full capacity.

iii. Congratulations to Dr Pears who has passed his Part 1 of his exams. Part 2 will be undertaken next year.

iv. Text reminders – the company responsible for displaying the text reminder appointments is to add the day as well as the date to these reminders. This is in response to a request from the PRG.

v. Flu Clinics - Lynn advised that all Flu clinics are now booked up until 5th December. Flu vaccine appointments will still be available after that by individual appointments with the nursing team.

14.AOCB

i. Telephone operators - Nick made a positive comment which was supported by other group members about the warmth and efficiency of the telephone operators when answering calls.

ii. Opticians - Ethel shared information gained from MIU staff at Arbroath infirmary to support the advice to consult the Optician with eye problems. Patients can walk in off the street to ask for advice and appropriate treatment for eye problems such as a suspected foreign body in the eye. Depending on how busy they are and the availability of staff at the time the local opticians will address such issues immediately.

iii. Referral to MIU/A&E departments. – The point was also raised to encourage patients to take responsibility for asking questions and seeking more information on which service/department/hospital will suit them best when being referred by CMG staff. This has arisen from the personal experience of a group member when a phone call to Arbroath MIU determined that the staff there could deal with a suspected foreign body in a child's eye rather than having to travel to Ninewells Hospital with the possibility of a lengthy wait. The child was seen and treated, and back in school within an hour, but could have spent a considerably longer time travelling to and with the wait in Ninewells.

It must be stressed that it is important to ensure MIU staff can deal with an issue before going there to avoid an extra journey to Ninewells.

With business complete the meeting closed at 15.30hr

Date & Venue of next meeting – Monday 27th January 2020 in Carnoustie Primary Care Centre. **The time will be confirmed later**

Ethel O'Donnell

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Minute Secretary
26th November 2019

Minute approved –

Date –

Seconded –

Date –