

**CARNOUSTIE MEDICAL GROUP  
PATIENT PARTICIPATION GROUP**

Minute of Meeting held at Parkview Primary Care Centre  
on Wednesday 27<sup>th</sup> April 2022 @ 6.15pm

**Present – Chairperson** – Stuart Anderson

**Secretary** – Ethel O’Donnell

**Practice Manager** – Wendi Lees

**Committee-** Barbara Bromley, Pat Hay, Margaret Both, Maureen Wilkie,  
Margaret McKinlay, Sheena Pritchard, Jim Ray

**Apologies-** Ken Drysdale, Nick Charlton Smith, Jeanne Kirk, Alan Gall, Doug Gordon

<p><b>1. Welcome &amp; Apologies</b> - Stuart welcomed all to the meeting and gave apologies as above.</p> <p><b>2. Health care concern</b> - A member of the public attended to express concerns regarding accessing health care. The matter will be addressed by CMG.</p> <p><b>3. The Minute of the last meeting 26<sup>th</sup> January 2022</b> was taken as read and approved by Jim Ray and seconded by Pat Hay</p> <p><b>4. Matters arising</b> – some matters arising are included in main agenda.</p> <p><b>i. Gala Day</b> – sourcing prizes for children’s activities. This is proving difficult and no suitable items have been found to date. Asda was suggested as a possible place to look. Members were asked to continue to try and source suitable items. In the meantime, Ethel will continue an internet search. Barbara asked about space and resources available for advertising on the day. These will follow on similar lines as the last time.</p> <p><b>ii. The issue of conflicting advice being given when making appointments has now been resolved.</b> When a doctor asks a patient to make an appointment this can now be done at the desk before leaving the building. All other appointments should be made by telephone.</p> <p><b>5. Medical Group update</b> – nothing to report.</p> <p><b>6. Housing developments v health care provision</b> – the sub-group has met with the Practice Manager and a GP and it was agreed that initially an email will be sent to the First Minister and copied to the Health Secretary bulleting the areas of concern. This will be followed by a more detailed letter. Ethel, Ken &amp; Pat will meet to format the email.</p> <p><b>7. How to promote positive information to the Practice population</b> - following discussion it was agreed that we should use the opportunity to speak to the public at our Gala Day stall. An information leaflet will be drawn up with details of available services and how to access them to distribute on the day and hopefully from other pertinent public access points in the town on a continuous basis. It was emphasised only factual information will be given on the day with no reference to personal experiences.</p> <p>Ethel, Pat, Margaret and Sheena agreed to form a sub-group to do this. The information will be approved by the Practice Manager.</p>	<p style="text-align: center;">All</p> <p style="text-align: center;">Ethel, Pat, Ken</p> <p style="text-align: center;">Ethel, Pat, Margaret, Sheena</p>
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Wendi shared valuable information regarding changes in how health care is provided following the Covid lockdown period. CMG still endeavour to maintain provision of care from the Medical Centre as much as possible including wound dressings by the CMG Practice nurses. There is a trend for such services to now be centralised which means elderly and infirmed patients can be disadvantaged by having to travel to less accessible areas for care.

All vaccines including child immunisations are now the responsibility of NHS Tayside Vaccination teams administered from NHS Tayside Vaccination Centres. Annual Flu Vac and Covid vaccinations programmes can be based at local Medical Centres at weekends when premises are not used by local medical staff. Appointments for these clinics are managed by NHS Tayside administration and NHS Tayside vaccination team staff.

Wendi shared a poster of minor ailment services available from local Pharmacies through the Pharmacy First Service. These will be reviewed with both Boots Pharmacies to ensure all services are available locally.

In discussion about the telephone service Wendi reiterated that triaging telephone calls are responded to by 4 GP's and all calls are dealt with the day they are received if possible. She did highlight that for calls coming in later in the day, this is not always possible but every effort is made to ensure they will be responded to ASAP.

A point raised regarding the repeat prescription direct telephone line was clarified in that this is an answering machine service which is picked up by the appropriate team who organise and process the prescriptions. This avoids being held in a telephone queue. The telephone number is on the repeat prescription and on the Medical Group webpage.

Wendi also gave helpful suggestions on how to format the information leaflet and possible resources to use.

Ideas were shared by the members present on points to include in the leaflet.

Sheena asked if we can also include the Third Sector service provision available locally. These services should be available again from PPCC soon.

**4. AOCB – No matters arising.**

With all business concluded the meeting closed at 8pm.

Date & Venue of next meeting – Wednesday 25<sup>th</sup> May 6.15pm at PPCC

Ethel O'Donnell

*Ethel O'Donnell*

Minute Secretary

Date 29<sup>th</sup> April 2022

Minute approved..... Date.....

Seconded..... Date.....

Stuart