

**CARNOUSTIE MEDICAL GROUP
PATIENT PARTICIPATION GROUP**

**Minute of Meeting held at Parkview Primary Care Centre
on Wednesday 26th October 2022 @ 2.00pm**

Present – Chairperson/Treasurer – Stuart Anderson

Secretary – Ethel O’Donnell

Practice Manager – Wendi Lees

**Committee- Sheena Pritchard, Barbara Bromley, Pat Hay, Maureen Wilkie,
Margaret McKinlay, Jeanne Kirk, Ken Drysdale, Margaret Boath**

Apologies- Yvonne Smith

<p>1. Stuart welcomed all to the meeting and gave apologies as above.</p> <p>2. The Minute of the last meeting 28th September 2022, was taken as read and approved by Margaret McKinlay and seconded by Jeanne Kirk</p> <p>3. Matters arising –</p> <p>a. Jill McLean, Practice Pharmacist will come and talk at the January 2023 meeting. In the meantime, an information account from Jill of the current pharmacy situation has been emailed to group members. This will be recirculated to ensure all members have the correct information to help correct mis-information being heard in the community. To clarify the 10day rule regarding ordering prescriptions, this includes the 2-day rule for requesting a repeat prescription from the doctor.</p> <p>b. Report from Forfar PPG – they are in the same situation as ourselves in that they have explored avenues to address the current concerns the impact of housing development will have on GP Practices, but to no avail.</p> <p>c. NESS posters and leaflets will be displayed and are available in PPCC.</p> <p>d. Telephone system – A tour and information sharing of how the telephone system works will be possible. The best time will be between 1 to 2pm weekdays. Meeting time to be confirmed.</p> <p>e. Current policy regarding patients moving from the CMG catchment area. If undergoing treatment, it may be possible for a patient to remain on the list until treatment is completed. Otherwise, it is recommended they register with a doctor in their new area. The Health Board will eventually remove their name from the CMG list, but this can take 3 to 4 months.</p> <p>4. Finance - Stuart gave an account of our current financial situation and reassured the meeting we have sufficient funds to address current topics.</p> <p>5. Medical Group Update –</p> <p>Staff updates - Wendi reported that a new Practice Nurse has started and a full time Trainee Practice Nurse will start on 14th November. Her training to be a fully qualified Practice Nurse will take approximately 18 months to 2 years, during this period she will work under supervision.</p> <p>Dr Simpson has now joined the Practice working 3 full days bringing the total number of GPs in CMG up to 11 or 6 FTE GPS.</p>	
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Aggression & complaints - Concern within the Practice is growing at the number of aggressions and complaints being dealt with, currently approximately 16, weekly. The level of abuse being directed at staff is unacceptable and is causing grief and upset to staff members. This is currently being addressed by management.

The current financial situation does not allow for an increase of services and there is a deep concern of the impact this has on staff and an awareness that burn out for staff members is on the agenda. Concerns are also being expressed on attitudes showing an unawareness of the public on how difficult the situation is.

Carnoustie Medical Group patients are in a better situation than in many other areas where telephone waiting times are longer and appointments are not available on a daily basis.

Telephone calls - For information, when the number of calls waiting reach 50, a recorded message is given advising that no calls are being taken and to try again later. This is to reduce waiting time for callers and generally a call will be answered that day. Monday is the busiest day for phone calls, so advice is that if the call is not urgent, wait until another day.

Changes have been made to increase the number of staff working on a Monday to reduce the workload and see more patients.

LIG funding - Attention was brought to the group of available monies being available through LIG for projects or other activities.

5. Menopause Group – Stuart has found difficulties in acquiring information on how to proceed with setting up a Menopause Group for CMG. He has found a Menopause questionnaire which may help determine the need for such support. He shared it with the PM to seek opinion from the GPs and distribute it to suitable patients to ascertain if there is a demand for support. It was also suggested that it could be available through other sources such as the chemists. The point was made that Dr Roberts has already stated that there is a need for this kind of support.

Stuart/
Wendi

6. Christmas meal – Date agreed – Wednesday November 30th 2022. 10 people would like to attend. Stuart shared sample menus and costs for the Station Hotel. It was agreed to find out availability and costs from the Golf Hotel and Number 29 at the Kinloch Hotel. Information will be shared via email before a decision is made.

Ethel

* **Wendi left the meeting**

7. AOCB

No points raised for discussion. With business complete the meeting closed at 3.15pm.

Date & Venue of next meeting – Christmas meal on Wednesday 30th November 2022

Ethel O'Donnell

Ethel O'Donnell

Minute Secretary

Date 27th October 2022

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

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

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