

CARNOUSTIE MEDICAL GROUP
PATIENT REPRESENTATIVE GROUP
Minute of Meeting held at Parkview Primary Care Centre
on Wednesday 25th January 2023 at 2pm

Present – Chairperson/Treasurer – Stuart Anderson

Secretary – Ethel O’Donnell

**Committee-Yvonne Smith, Sheena Pritchard, Barbara Bromley, Pat Hay, Ken Drysdale,
Margaret McKinlay**

Practice Manager – Wendi Lees

Practice Pharmacist – Jill McLean

Apologies- Jeanne Kirk, Margaret Boath, Maureen Wilkie

<p>1. Stuart welcomed all to the meeting and gave apologies as above.</p> <p>2. The Minute of the last meeting 26th October 2022 was taken as read and approved by Margaret McKinlay and seconded by Pat Hay</p> <p>2. Matters arising – Tour of telephone switchboard date to be confirmed.</p> <p>3. Finance - The accounts to be audited for presentation at the AGM in March.</p> <p>4. Medical Group update-</p> <p>i. New nursing team – 2 recently appointed members of the nursing team have now been allocated to specific roles in addition to general nursing duties to catch up with the backlog in certain areas of care.</p> <p>ii. Care & Treatment Centre service – changes pre Covid introduced central hubs for out-patient appointments and treatments. Carnoustie has tried, successfully, to maintain in-house clinics where possible to reduce travel for patients requiring services out with general practice medical care.</p> <p>Covid recovery and supply and demand still impacts on availability of doctors and nurses to meet patient’s needs. This has led to CMG taking part in a Primary Care Access Programme collecting data to determine needs. It has shown that the appointment system falls short of meeting the needs of the demand. This is being addressed to improve the system.</p> <p>Pharmacy First has been identified as a priority where patients will be referred to the community pharmacist for advice and care if it is appropriate to reduce demands on GP time. This will allow more time for the medical and nursing staff to give care where it is most needed.</p> <p>This will also serve as an educating exercise for both patients and admin staff to have a safe sign-posting service to give better care and treatment. It is appreciated that this will have implications for pharmacy services too.</p> <p>iii. Spring Newsletter – The CMG quarterly newsletter is being re-introduced following a lapse during the pandemic. The Practice will work with the PRG to share relevant information to improve patient knowledge and information.</p> <p>iv. Self-Check-in– The Self-check-in screen has been updated.</p>	
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v. In-house trainings –Administrative staff trainings will now take place over lunch time every Wednesday from 1-2pm. Please only telephone for emergencies during this time.

vi. The zero-tolerance policy regarding staff abuse is still in place. Abusive behaviour towards staff from a minority number of patients has become a serious issue and measures have had to be taken to protect staff.

5. Practice Pharmacist talk – Stuart introduced Jill McLean, CMG Practice Pharmacist who gave an interesting and informative talk on the journey of a prescription. It highlighted the complicated journey a prescription has to go through from the patient first submitting the request to the medical centre, the process it has to go through and the staff involved, ensuring safe prescribing and attention to urgency before it is sent to the chemist of the patient’s choice for dispensing. Jill then described the process of checks and recordings which have to be made by pharmacy staff before the medication is ordered and then, to ensure safe prescribing, the process of more checks by the pharmacist when it arrives from the medical supplier before it is eventually packaged and catalogued for collection. The process can be complicated further when the prescribed medicine is not available and it has to be sourced from another supplier. In some instances, an alternative medication may have to be prescribed.

In recent times this process has been further complicated by a shortage of medications coming into the UK and staff shortages due to sickness or difficulty in recruitment of pharmacists and staff.

Jill gave information on several projects that are currently taking place to improve prescribing services.

The Chronic Medication Service – CMS – was discussed where in simple controlled stabilised conditions, certain medications can be prescribed by the doctor on a yearly basis and held by the chemist and issued for collection as required. This saves patient visits to the medical centre and easier management for the chemist.

Jill shared a request from Russell, manager of Boots Chemist in Carnoustie that, if possible, use texting to speed up the process of managing prescriptions. This entails sharing a mobile phone number with the chemist and then texts can be shared to enable a smoother and quicker processing of prescriptions.

She also highlighted the fact that if patients abide by the guidelines for requesting prescriptions this in time will reduce problems and allow catch up in prescribing and issuing scripts.

This proved to be a very helpful and informative sharing of information which highlighted a need for improved information to be given to patients on why the timescale for prescribing can be lengthy and how complicated the process can be. This will be addressed by CMG.

Appreciation was expressed to Jill for her information and giving time to help bring a better understand on the journey of a prescription in the hope PRG members can help clarify points to the practice population.

A suggestion was made to PRG group members to look into climate change and environmental medicines recycling as a possible project to become involved in.

6. Purpose and way forward for the PRG –

We welcomed the suggestion to look into recycling and environmental issues.

We will first research services already being carried out by Superdrug and in a Dundee GP Practice. The aim is to find a way to introduce collection points for used inhalers, blister packs and other packaging and to bring information to the next meeting to take this forward.

7. AGM – 29th March 2023 2pm in PPCC – this will be a closed meeting for members.

Terms of office are up for current office bearers and new appointments will need to be made.

8. Menopause Group – following a lengthy discussion it was eventually agreed this was not within the remit of the PRG.

9. Social meal out. – Number 29, Kinloch Hotel restaurant was the chosen venue and Friday 10th February at 12md the date set. Stuart will book it.

10. AOCB

1. Angus Well Being invitation – 28th February 2023. With lack of clear information on this event it was decided to decline the invitation.

With business complete the meeting closed at 4pm

Date & Venue of next meeting – Wednesday 22nd February 2023 in PPCC

Ethel O'Donnell

Ethel O'Donnell

Minute Secretary

Date 26th January 2023

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

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