

**CARNOUSTIE MEDICAL GROUP
PATIENT PARTICIPATION GROUP**

**Minute of Meeting held at Parkview Primary Care Centre
On Wednesday 26th July 2023 at 2pm**

Present – Chairperson/Treasurer – Stuart Anderson

Secretary – Ethel O’Donnell

CMG Practice Manager – Wendi Lees

**Committee- Sheena Pritchard, Pat Hay, Margaret McKinlay, Pat Hutcheon, Ken Drysdale,
Jeanne Kirk, Pauline Kirk**

Apologies- Margaret Boath, Barbara Bromley, Yvonne Smith

	Action
<p>1. Stuart welcomed all to the meeting and gave apologies as above and apologised for the cancellation of the June meeting.</p> <p>2. The Minute of the last meeting on May 3rd 2023 was taken as read and approved by Ken Drysdale and seconded by Jeanne Kirk.</p> <p>3. Matters arising –</p> <p>Item 7. CMG update – Grateful appreciation was extended to both Wendi and Dr Roberts for their contribution to the last meeting, bringing us up to date with the positive feedback of CMG developments and the sterling work being done by all Practice staff to improve patient care in the recovery from the pandemic.</p> <p>4. Medical Group Update</p> <p>a. eConsult – This is a form-based online system which allows you to contact your NHS GP by completing a quick form that is sent and reviewed by the practice to ensure you get the correct care more quickly and efficiently. Wendi gave an update on the progress of eConsult system recently adopted by the practice. It gives patients quicker access to the correct service to maximise effective health care. To date there has been positive feedback from patients and generally it has been well received. Minor teething problems are being addressed. Already monitoring stats have shown areas where improvements to access for health care have been made. This system is managed by an independent company working closely with CMG management.</p> <p>* PW joined the meeting.</p> <p>b. The new appointment system being introduced in August – On-the-day- pre-bookable appointments are being introduced, partly to reduce the current 8am phone blocking system and the number of phone calls doctors have to deal with, which has now reached a level beyond coping abilities.</p> <p>* MMcK joined the meeting</p> <p>c. CMG Practice GP Training – Another GP from the Practice has been identified to replace Dr Galbraith, who recently retired. For many years CMG has been a Training Practice giving qualified doctors training to become General Practitioners.</p> <p>c. Additions to staff – The most recent Trainee GP who has been with the practice for the past year has joined the Practice as a salaried GP. Some of her contracted hours will replace sessions dropped by another GP, still giving the practice more GP sessions per week.</p> <p>d. NHS Pharmacy support – NHS Tayside are experiencing a shortage of Pharmacists resulting in CMG getting no Pharmacy support from them. This has resulted in the Practice Pharmacist being inundated with requests, increasing her already full workload. NHS Tayside is looking at ways to recruit more Pharmacists.</p>	

e. Group Consultations are a way forward to bring patients together to discuss and support each other in group sessions. CMG are exploring ways to work with a company to develop group support, giving patients the benefit of collective health care both with medical and nursing expertise input and sharing common problems with other people. This service has received positive feedback in other areas of the UK.

f. CMG Newsletter – the Summer Newsletter has been well received and good feedback given. Wendi suggested that the PRG could use this as a platform to inform patients of their purpose and the work they do. SA agreed.

g. The Emergency phone line has been stopped. Review of the system showed there were no genuine calls coming through on line 1 and it was considered not to be of value.

h. Repeat prescription phone line – As of September 1st 2023 repeat prescription requests via the telephone answering service will cease. Research has shown it is open to errors through misinterpreted or incomplete information. 60% of calls resulted in call backs being needed to clarify requests to ensure safe prescribing. Alternative ways to get repeat prescriptions are still in place, online, in practice and via your local pharmacy. Information is available on the CMG website or by telephoning the practice to address concerns. It is worth noting, different practices have different ways of managing repeat prescribing.

Wendi was thanked for giving such a comprehensive update showing the positive changes taking place within CMG to improve patient care.

Group members comments - The practice update raised discussion on group members experiences of use of services provided by CMG. It was reassuring to hear some of them are already being dealt with by the practice and others will be addressed in an appropriate way.

New member – SA welcomed and introduced Wendi and the group members present to our new member Pauline Ward.

5. Recycling blister packs – SP gave an update on the research and work she has been doing to set up a local collection point for recycling medicine blister packs. The intention was that if it was successful, the PRG would develop a local community service to take this project forward. Unfortunately, this has proved to be unsuccessful despite her efforts to get information via different sources including Terracycle, a global company promoting this cause to help the environment, Green Party politicians and others. It appears there are no longer collection points within the area and beyond. Estimated cost to meet the demand of interest in Carnoustie for blister pack collection could reach £1000, well beyond available finances.

MMcK reported on news that the UK government are looking to address the issue with Drug companies about reviewing the type of materials being used. SA reported on news of a proposed change to using paper packaging but this is not conducive to medicine safety. Some comfort was felt that this issue to help the environment is being addressed at government and drug company levels.

6. AOCB

1. Telephone contact – a concern regarding the wording used when telephone contact is made with CMG was raised. The word ‘emergency’ is being used in different ways during the telephone conversation causing confusion for patients defining what is an emergency. This is already being addressed and changes are taking place.

2. A patient concern reported to the PRG has successfully been resolved by the patient being referred to the Practice Manager.

3. PRG Constitution - The group was reminded of constitutional status regarding speaking to members of the media. No comment should be made by PRG members on CMG Practice matters to press or media persons. They should be referred to Practice management.

With business complete the meeting closed at 4pm

Date & Venue of next meeting – Wednesday 30th August 2023 at 2pm

Ethel O'Donnell

Ethel O'Donnell

Minute Secretary
Date 27th July 2023

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

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

Addendum – The Carnoustie Medical Group online website provides valuable information about the Medical Practice and gives up to date details on current services provided by the Practice. Information on other services and health related groups which provides support both within Parkview Primary Care Centre and at other locations within the community can also be found on this website.