

**CARNOUSTIE MEDICAL GROUP
PATIENT PARTICIPATION GROUP**

**Minute of Meeting held at Parkview Primary Care Centre
on Wednesday 30th August 2023 at 2pm**

Present – Chairperson/Treasurer – Stuart Anderson

Secretary – Ethel O’Donnell

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

Apologies- Wendi Lees, Pauline Ward, Margaret Boath, Jeanne Kirk, Pat Hutcheon

<p>1. Stuart welcomed all to the meeting and gave apologies as above.</p> <p>2. The Minute of the last meeting 26th July 2023 was taken as read and approved by Margaret McKinlay and seconded by Ken Drysdale.</p> <p>3. Matters arising –</p> <p>a. BLISTER PACK RECYCLING – To date SP has had no response to communications with Graeme Dey MSP or Lorna Slater Green Party MSP</p> <p>We are aware that there are pressures on pharmaceutical companies to find more sustainability by using other materials for medicine packaging. However, it is recognised that the response from the local community regarding this environmental issue is substantial and the efforts to find ways to support this response is proving to be very difficult. Suggestions on how to move forward included approaching local political supporters, local councillors and the NHS Tayside Public Partner Forum for Medicines. SA has contacts for this group</p> <p>* Pat H joined the meeting</p> <p>b. PHYSIO SERVICES- The question was asked why it appears to be difficult to access physiotherapy services. Other than an awareness that there is an apparent shortage of physiotherapists no other reason was put forward.</p> <p>c. PRESCRIPTIONS - Again the point was raised regarding the processing of prescriptions by the chemist.</p> <p>Both these issues will be raised at the next meeting.</p> <p>4. MEDICAL GROUP UPDATE -In her absence WL provided a written update which was read to the group.</p> <p>i. Dr Bobrowska’s recent appointment brings the compliment of GPs to full capacity.</p> <p>ii. An apprentice medical receptionist starts next week. She will attend college to gain a qualification in business administration while learning in a protected environment with CMG. This is in conjunction with the Practice’s future proofing strategy which spans clinical and admin roles.</p> <p>iii. The next Newsletter will be produced in the autumn. The PRG was invited to submit articles to this.</p>	SA
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iv. **Appointments system** - The Practice continues to look at ways of improving the appointment system for the benefit of patients and to ensure a sensible work balance for GPs. Pre-bookable and face-to-face appointments are now available if needed. Inappropriate 'on the day' requests are being monitored and if appropriate, patients will be directed to eConsult when appointments are full. This may take time to be accepted but the wellbeing of the GPs must be protected and non-urgent issues need to be dealt with appropriately.

v. **Group Consultations** - funding has been approved and staff training has begun. Staff is in place to hopefully begin a Menopausal group in November. It is hoped to extend this service to other groups in the future.

vi. **Online services**- from 1st September 2023 repeat prescription requests are no longer taken over the phone. This decision was taken to protect patients and staff from the possibilities of errors being made. Prescriptions can be ordered online, handed in or posted to both the practice and the chemist.

vii. **Pharmacy update** – The Practice still does not have NHS Pharmacists, which means the Practice pharmacist, employed by the Practice, and the GPs have to take up the slack. It is not thought that the situation of the shortage of pharmacists is likely to improve in the foreseeable future.

5. UPDATING THE PRG INFORMATION ON THE CMG WEBSITE – this topic led to a lengthy discussion on the current and future roles of Patient Groups. It was agreed to ask a member from Health Improvement Scotland to come and talk to us about current practice in patient groups.

6. AOCB

i. **Social Housing issues** – it has come to our attention that local social housing is being allocated to people out with the town and local people are have difficulty getting on the housing ladder.

ii. **Vaccination programme** – we have been made aware that people from Carnoustie are getting appointments to attend for Shingle and Pneumococcal vaccinations in Forfar. It is feared that this will prove to be very difficult for people without private transport. This will be looked into by the group.

With business complete the meeting closed at 15.30hrs

Date & Venue of next meeting – Wednesday 27th September 2023 at 2pm in PPCC

Ethel O'Donnell

Ethel O'Donnell

Minute Secretary

Date 06th September 2023

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

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

SA