

**CARNOUSTIE MEDICAL GROUP
PATIENT PARTICIPATION GROUP**

**Minute of Meeting held at Parkview Primary Care Centre
on Wednesday 27th September 2023 at 2pm**

Present – Chairperson/Treasurer – Stuart Anderson

Secretary – Ethel O’Donnell

Practice Manager – Wendi Lees

Guest speaker – Karen Rankin, Health Improvement Scotland

Committee-Pauline Ward, Pat Hay, Barbara Bromley, Pat Hutcheon, Margaret McKinlay

Apologies- Sheena Pritchard, Jeanne Kirk, Ken Drysdale

1. **SA welcomed all to the meeting and introduced Karen Rankin, from Health Improvement Scotland.** Stuart gave a brief overview of current practice in the Carnoustie CMG Patient Representative Group, including recent projects on Housing v Healthcare and the environmental issue of recycling pharmaceutical waste empty blister packs. Despite every effort and public interest both projects did not achieve the desired outcome due to being faced with brick walls and lack of support from higher authorities.

Karen gave an overview and comparison of the role of patient groups in Scotland and England. The purpose of a patient group is to engage with patients and Primary Care staff to share information to help with communication and provision of health & social care. Many patient groups have struggled in the recovery period of Covid19. It is difficult to determine why this should be, but the apparent lack of effective communication in the NHS may be a factor.

Karen gave suggestions on how to improve the links between the Practice and patient’s and said workshops may be a way to open up discussion with other patient groups to find new ideas for the way forward.

***WL joined the meeting.**

***KR left the meeting.**

2. Medical Update

a. New appointment system – WL explained the pending new appointment system which has been tailored from patient suggestions and Practice staff needs. The current demand has become unworkable and is placing unacceptable pressure on all CMG staff members. The new system should meet patient needs more effectively by creating more appointments for those who need to be seen more urgently and reducing the number of less urgent appointments on the day. The new system should also reduce crowding of appointments and overtime working.

Pre-bookable, a week ahead appointments will be available.

Abusive behaviour towards staff members has reached intolerable and unacceptable levels.

b. Group consultation – Staff training is progressing for the first Menopause

support group starting mid-November. If this proves to be successful planning is already in place to hold similar groups for other conditions.

- c. **The new medical receptionist** who will benefit from inhouse training while completing college medical receptionist training has now joined the Practice.
- d. **A query about Vision online registration forms** not being responded to. WL explained there is a national issue with the system, causing delays in the response time. It is being addressed at all levels.

***WL left the meeting.**

3. The minute of the meeting on 30th August was taken as read and approved by MMck and PH2.

4. Matters arising –

- i. **Blister Packs** – SP has received a response from Lorna Slater, Green Party, MSP confirming that there is a government plan to ask pharmaceutical companies to address the issue of unfriendly environmental packaging of medicines.
- ii. **Updating PRG information on CMG website** – it was agreed to leave this for further discussion when decisions have been taken for PRG actions.

4.AOCB

1.Christmas meal - It was agreed to arrange a Christmas meal at the next meeting.

With business complete the meeting closed at 15.50

Date & Venue of next meeting – Wednesday 25th October 2023 2pm PPCC

Ethel O'Donnell

Ethel O'Donnell

Minute Secretary

Date 27th September 2023

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

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

