

**CARNOUSTIE MEDICAL GROUP
PATIENT PARTICIPATION GROUP
Minute of Meeting held at Parkview Primary Care Centre
on Wednesday 23rd October 2023 at 14.00hrs**

Present – Chairperson/Treasurer – Stuart Anderson

Secretary – Ethel O’Donnell

Committee-Sheena Pritchard, Pauline Ward, Pat Hay, Maureen Wilkie, Margaret McKinlay

Apologies- Barbara Bromley, Jeanne Kirk, Margaret Both.

<p>1. Stuart welcomed all to the meeting and gave apologies as above.</p> <p>2. The Minute of the last meeting 27th September 2023 was taken as read and approved by MMcK and seconded by PH.</p> <p>3. Matters arising –</p> <p>i. Blister Pack update – there is nothing to report on this matter. There are no apparent outlets for blister pack collection at this time.</p> <p>4. Medical Group update – WL</p> <p>i. A new appointment system introduced on 21st October 2023 has so far generated positive feedback with a noticeable drop in the backlog of appointments. Along with eConsult it is hoped this will bring an increase in the availability of appointments for more urgent conditions.</p> <p>ii. Improved communication between relevant disciplines is also having a positive impact on the available services provided by CMG. Did-not-attend (DNS’s) appointments are being monitored and figures will be published in the Autumn Newsletter to raise awareness and with encouragement for patients to cancel appointments if they cannot attend to free up more appointments for those who need them.</p> <p>iii. eConsult continues to receive good feedback and a suggestion was made by the PRG to include more information in the autumn Newsletter to bring more clarity on how to use it for those who may still be struggling with it. WL assured the group that the admin staff are available to help anyone having problems with this service.</p> <p>iv. Patient Services Prescriptions – there is an apparent national problem with registering for this service. Forms to register are being completed but responses to requests are not forthcoming. WL asked those affected to let CMG know and the practice will try to resolve issues if it is within their remit to do so.</p> <p>v. The problems with the NHS Pharmacy cover is static. There is still no cover for Carnoustie CMG and a group from CMG is working to resolve problems arising from this.</p> <p>vi. Menopause support – an engagement event is planned to determine what issues need to be covered. From this a more in-depth discussion will take place and appointments will eventually be available through Eventbrite booking agents for CMG patients to enrol for a rolling programme of support.</p>	
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5. Notes from last meeting with Karen Rankin HIP Scotland- In general a disappointment is felt within the group that our questions on current practice within patient groups were not answered. We are still seeking direction on projects to become involved in and to cement the purpose of the PRG. Ideas on possible projects did generate an enthusiastic discussion.

WL suggested following up on eConsult to become better informed and become ambassadors for this service. WL will arrange a session for us at our next monthly meeting on 22nd November 2023.

We will look to finding out about patient groups in other areas of Scotland and make contact with them.

6. Christmas meal – Stuart will enquire re possible venues and it will be confirmed at the next meeting.

7. Decorating the waiting area - it was agreed that the PRG ladies will put up the Christmas decorations in the waiting room in PPCC on Monday 27th November at 1pm

With business complete the meeting closed at 15.45

Date & Venue of next meeting – Wednesday 22nd November 2pm in PPCC

Ethel O'Donnell

Ethel O'Donnell

Minute Secretary

Date 26th October 2023

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

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

Stuart

All