

**CARNOUSTIE MEDICAL GROUP
PATIENT PARTICIPATION GROUP**

**Minute of Meeting held at Parkview Primary Care Centre
on Wednesday 26th June 2024 at 2.30pm**

Present – Chairperson/Treasurer – Stuart Anderson

Secretary – Ethel O'Donnell - gave apologies for this meeting.

Committee- Pauline Ward, Margaret McKinlay, Pat Hay, Maureen Wilkie.

Practice Manager – Wendi Lees gave her apologies.

Apologies- Barbara Bromley, Jeanne Kirk, Sheena Pritchard.

<p>1. SA welcomed all to the meeting and gave apologies as above.</p> <p>2. The Minute of the last meeting 29th May 2024 was taken as read and approved by PW and seconded by M McK</p> <p>3. Matters arising – i. After some discussion it was decided that we should definitely take forward the previously discussed talk from Nati Shoha from eConsult and that whenever convenient for the Practice to have a discussion with Wendi and a GP on the same topic to find out how the doctors and the Practice staff feel about this service and any ‘wrinkles’ it may have. No one present at today’s meeting has taken the opportunity to e-mail Wendi re any concerns they may have.</p> <p>4. Medical Group update – As Wendi had given her apologies. there was no update provided but we are well aware that they are still ‘fire-fighting’ due to the current medical staffing problems previously reported.</p> <p>5. Contenance Group update – As Sheena had given her apologies, there was no update provided.</p> <p>6. AOCB Just prior to the meeting, Wendi had sent a draft copy of the Summer Newsletter to Stuart and this was read out to the company. The newsletter gives details of the current GP problems and outlines the appointments and eConsult system in some detail. There was also a bit more detail about prescription procedures, and a gentle reminder concerning verbal abuse, and a nice paragraph about the PRG trying to encourage some new blood. It closed with a very interesting breakdown of statistics covering the period January to May. Urgent GP Consultations – 8145 or an average of 1629 per month/387 per week Nurse Consultations - - 2575 or an average of 515 per month/123 per week Prescriptions Issued – 109,812 or an average of 21,962 per month/5229 per week EConsults received - 9724 or an average of 1945 per month/463 per week</p>	
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GP DNA'S - 195 or an average of 39 per month/ 10 per week.

It was felt by the Group that this set of figures should be displayed on a loop on the Waiting Room TV screen.

It was also felt that a recent telephone call Ethel had received from a patient should be minuted but omitting the GP's name.

'I had a phone call from a patient who wanted to share with our group a positive response which she was very appreciative of when a GP contacted her without a request to report on results of test investigations and she found his support and reassurance was very helpful. She felt this was something worth sharing in these times of so much criticism of local health care services.'

With business complete the meeting closed at 3.00pm

Date & Venue of next meeting – 28th August 2024 at 2pm.

**Stuart Anderson
Chairman**

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

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