

CARNOUSTIE MEDICAL GROUP
PATIENT PARTICIPATION GROUP
Minute of Meeting held at Parkview Primary Care Centre
on Wednesday 28th August 2024

Present – Chairperson/Treasurer – Stuart Anderson

Secretary – Ethel O'Donnell

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

Apologies- Wendi Lees, Jeanne Kirk

<p>1. Stuart welcomed everyone to the meeting and gave apologies as above.</p> <p>2. The Minute of the last meeting on 26th June 2024 was taken as read and approved by MW, seconded by MMcK.</p> <p>3. Matters arising</p> <p>i. eConsult- although group members are still finding minor hiccups it is reported by the practice to be well received by most. It is now over a year since it was implemented by CMG and more practices in Tayside are now introducing the service.</p> <p>ii. Continence group - SP reported difficulties in accessing support for physio input. It is felt this is a much-needed support group but needs more thought on how to take it forward.</p> <p>iii. Summer Newsletter – the group found the statistics on consultations, prescription issue, eConsult's received and DNAs to make interesting reading and felt more information sharing with patients is needed to bring a better awareness of these important facts and the impact on health care services. Suggestions of how this might be done to be further discussed.</p> <p>iv. Concerns on lack of referral information from group members experiences was discussed and will be raised with pertinent personnel.</p> <p>4. Medical Group update -</p> <p>In WL's absence an update provided by her was shared with the group -</p> <p>i. An advert is still out to find a new GP. This is proving to be difficult in the current climate within Primary Care. Quite a few trusted Locums have been identified to cover until the end of the year which helps with appointment availability.</p> <p>ii. eConsult is still going strong and despite the odd negative comment it is well received by most and seen as being a good service in a non-emergency.</p> <p>iii. A Service for taking bloods later in the day - red tape hinders progress in implementation of such a service by Tayside NHS. CMG is looking at ways to hasten provision of such a service for Carnoustie.</p> <p>iv. LIG (Local improvement Group) – within this group a question has been asked if patients need more information on chronic disease management via leaflets etc. While the practice nurses already give good information the PRG has been asked if they could get public response on their thought on this matter. PW offered to look into this and it was agreed it was something PRG could take on board.</p> <p>v. Mental Health Hub – the recent introduction of combining mental health services under one umbrella appears to be going well. WL has asked PRG if they can find a way to gauge</p>	<p>EOD</p> <p>PW</p>
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patient feedback on some of the changes taking place within it.

vi. Changes in the way Health Care Assistants are accessed via CMG vision system should be beneficial to patients.

vii. The Summer Newsletter is now out and it is hoped to follow this with quarterly newsletters.

4. AOCB

i. Positive comments were made regarding experiences of CMG services

ii. An issue was highlighted regarding signposting people to the correct area for clinics within PPCC. NHS Tayside clinics within the building are not the responsibility of CMG and therefore it is the responsibility of the management running the clinics to ensure their patients know where to go.

There is still an apparent lack of coherent detailed information for patients on services provided by NHS Tayside within Angus regarding venues, times and access. This is something the PRG has already looked into and found it difficult to source consistent, reliable information to put into a format to share with patients. We will continue to address this.

With business complete the meeting closed at 3.10pm

Date & Venue of next meeting – 25th September 2024 in PPCC

Ethel O'Donnell

Ethel O'Donnell

Minute Secretary

Date 29th August 2024

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

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