

CARNOUSTIE MEDICAL GROUP
PATIENT PARTICIPATION GROUP
Minute of Meeting held at Parkview Primary Care Centre
on Wednesday 28th May 2025 at 2pm

Present – Chairperson/Treasurer – Stuart Anderson

Secretary – Ethel O'Donnell

Committee-Sheena Pritchard, Barbara Bromly, Pauline Ward, Pat Hay, Alison Smith, Jeanne Kirk, Margaret McKinlay, Maureen Wilkie

CMG – PM Wendi Lees, GP Dr Laura Roberts

No apologies

<p>1. Stuart welcomed all to the meeting.</p> <p>2. The Minute of the last meeting on 30th April 2025 was taken as read and approved by PW and seconded by JK.</p> <p>3. Matters arising – i. The suggestion to adopt a similar tool as the Parish Nursing Dundee, Dundee Recovery Roadmap to advise patients of available services in Angus was discussed further. A similar idea has already been investigated by the PRG when extensive research was carried out to identify details of health & social care provision in Angus. This proved to be a lengthy exercise which identified difficulties in ascertaining accurate and consistent information and showed that it would be an onerous task to ensure information was kept up to date for the benefit of service users. It was decided there were already information pathways and displays in place to direct patients to the main services. Other possible ideas were discussed with WL & LR and it will remain on the table until further information is explored.</p> <p>ii. Support for young people – WL spoke about the benefits of the website www.what0-18.nhs.uk now called www.healthiertogether.nhs.uk to find information and support for pregnant women, children and young people 0-18years. It is proving to be a valuable tool for health professionals to share.</p> <p>The PRG will keep this on the table to develop more as information becomes available.</p> <p>eConsult is also proving to be an asset in creating a better 'self-help' approach for all ages and is being used by young people to access health care.</p> <p>ii. In response to the question, what can the PRG do to help CMG staff? a discussion of options relating to improving communication and patient education were discussed, from improving existing A-Z lists of services and how to access them, to the benefits of assessing patient interest from tracking hits on IT profiles. Possible ways for the PRG to work with CMG to further improve systems will be explored.</p> <p>iii. Reassurance was given that people not IT literate are still provided for by phone, email, text and face-to-face communications. It was emphasised that CMG staff still endeavour to be patient friendly and that the power of positivity can create a ripple effect and transform attitudes in the community.</p> <p>iv. WL highlighted how doctors can still be at their desks in the Medical Centre until late in the evening working on catch up of eConsult and other necessary tasks to the benefit of the patients.</p>	<p>Tasks</p>
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v. Blood tests - It is recognised by the Practice that waiting times for taking routine bloods are variable throughout NHS Tayside. CMG patients currently wait around 2 weeks in comparison to the rest of Angus 3 -4 weeks and Dundee 5-6 weeks. CMG has no control over this service it is managed by NHS Tayside. CMG doctors & nurses do meet needs when urgent blood tests are required.

4. CMG Update – The Practice continues to fight for the good of the patients in keeping services local to reduce travelling for the elderly and infirmed where possible.

Current staffing levels are adequate to meet demand and responses to recruitment adverts are generally successful.

WL & Dr LR left the meeting at 2.55

5. AOB

i. PRG Meeting times – Following reconsideration about how often the PRG group should meet, it was agreed to meet quarterly in the future, with emergency meetings as required.

Date, time & venue of next meeting – **30th July 2025 @ 2pm in PPCC** to follow up on revision of points of need relating to PRG group purpose and aims.

With business complete the meeting closed at 3.30pm

Date & Venue of next meeting – Wednesday 30th July 2025 at 2pm in PPCC

Ethel O'Donnell

Ethel O'Donnell

Minute Secretary

Date 29th May 2025

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

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

