

**CAROUSTIE MEDICAL GROUP  
PATIENT PARTICIPATION GROUP**

**Minute of Meeting held at Parkview Primary Care Centre  
on Wednesday 24<sup>th</sup> September 2025 at 14.00hr**

**Present – Meeting chair – Pauline Ward**

**Minute secretary – Ethel O’Donnell**

**Committee – Sheena Pritchard, Jeanne Kirk, Alison Smith, Pat Hay, Barbara Bromley,  
Maureen Wilkie, Margaret McKinlay, Nancy Rudd, new member, Pauline Craw, new member**

**Apologies – Stuart Anderson**

**Practice manager – Wendi Lees      Guest – Clive Goldtraw, VAA, Link Worker for Carnoustie**

	Task
<p><b>1. Pauline welcomed all to the meeting and gave apologies as above.</b></p> <p><b>2. The Minute of the last meeting was taken as read and approved by JK, seconded by AS</b></p> <p><b>3. Matters arising – pertinent points included in agenda.</b></p> <p><b>4. Medical Group update – WL</b></p> <p><b>i. GPs.</b> Dr Bremner, previously a salaried GP has been appointed as a new partner. In addition of the appointment of a new salaried GP, a long-term Locum GP will be appointed in the interim of securing another salaried GP. Currently the practice is down by 3 sessions of GP cover due to a reduction in GP hours.</p> <p><b>CMG website</b> - The CMG website is currently being updated by supporting medical and admin staff.</p> <p><b>Scot.Gov Scotland’s Population Health Framework</b> - Regarding the current Scottish Government’s ambitious plan to renew and reform the NHS, Wendi has had no information on the current situation. EOD was able to advise from information received from a local source who chairs the Performance and Resources Committee of NHST Board that it is being discussed at this level, prior to the next steps of it being shared for discussion and implementation at local level.</p> <p><b>Pressures on Primary Care</b>- WL reiterated ongoing problems with extra work being placed on Practice staff due to NHST nursing services and CTAC not meeting patient needs. This places extra pressures on CMG staff and their endeavours to maintain a high level of care, in particular relating to routine blood tests and wound care, resulting in longer waiting times for NHS and Practice appointments. In some instances, waiting times have gone up from 1 week to 2 to 3 weeks due to patient demands and availability of staff.</p> <p>It was noted that although the increase in the practice population from current housing developments does have an impact on health care provision, the problem is not being addressed at a higher level to resolve the issues to meet current health care needs.</p> <p><b>Questions from the floor to WL –</b></p> <p><b>i. Delay in receiving reports on investigative procedures.</b></p> <p>WL explained the process from having the test done to a report being made to the patient can take time. Reviews sometimes require involvement of different medical personnel to ensure correct decisions are made before the patient is notified. A realistic timescale for this, depending on the circumstances can take up to 2-3 weeks.</p> <p><b>ii. Triggers in management of specific medical conditions when a new patient joins the practice.</b></p> <p>WL explained coding, which is dependent on the diagnosis and medication involved in medical conditions should determine recalls. Correct use of coding is imperative for this to work effectively. Patients have a responsibility to follow up recalls.</p> <p><b>14.27hr- With no further questions WL left the meeting.</b></p> <p><b>5. Guest speaker</b> - PW welcomed and introduced Clive Goldstraw, Locality Link Worker, VAA to</p>	

the group. A conversation of possible joint working with the PRG and Clive to reinstate the Patient Transport service and Befriending service and improve support for the Tip Top Toe Foot Care service in Carnoustie was discussed at length.

**Patient Transport Service** - Although Clive can help patients with hospital transport the service is limited and does not meet the need met by the successful Patient Transport service run by volunteers in Carnoustie from 1981 to 2022. From 2000 volunteer drivers and administrative staff including the valuable telephone contact service completed over 13,500 trips. It was acknowledged within the group that such a service may now require a different and more scrutinised approach.

**Befrienders** – PW & EOD recently met with Monifieth Befrienders, which has been running for 25 years and is now a very successful and well used service including one-to-one home visiting by volunteers, inter-generational working where s6 pupils from Monifieth High School make home visits in pairs to lonely people. Lunches and afternoon tea sessions are organised with transport support from volunteers along with other events for people to find companionship and friendship. It is acknowledged that it would be worthwhile to reinstate the Carnoustie Befrienders which was successfully run for a number of years on a smaller scale.

**Tip Top Toes** – this valuable service is currently run by a member of the PRG and other volunteers. It does need more volunteers to meet the need of the local people.

Following lengthy discussion, a conclusion to make an effort to bring local organisations together to promote these ideas including recruitment for the PRG to get a wider representation on the group, would benefit and meet the needs of our local community.

#### 2.45 – Clive left the meeting

**6. Finance** - SA in giving his apologies for not attending today’s meeting gave a written resume of his efforts to set up a new no charges bank account. Current situation is that unsuccessful telephone and online efforts has been unsuccessful and a written letter has now been sent to the bank giving details required to open an account with Virgin Money bank.

**7. Redrafting PRG page on CMG website** – a sub group has been identified with MMcK as lead and AS, PC & MW working to draft a proposal for a more informative and attractive information PRG page to attract interest from the practice population. Admin assistance has been offered from the Practice to help with the design. A report of progress will be made at the next meeting. EOD shared information and helpful website contact details on a patient group’s function and purpose.

**8. Scottish Government Renewal & Reform of the NHS update**- local Councillor David Cheape has been most helpful in providing information on the current situation with Scotland’s ambitious Population Health Framework. NHS Tayside already has Corporate Objectives relating to a new Primary Care Strategy, Population-Based Health Planning as well as a new Communications and Engagement Strategy. Work is at an early stage but all Health boards in Scotland will be engaging with people to ensure the needs of the population are met. Mr Cheape sits on NHST Board in a personal capacity not as an Angus Councillor. He will keep us informed of the progress of this plan.

**8. Taking the PRG forward** – i. EOD has had difficulty reaching the Academy Medical Group PPG in Forfar. Contact requires to be made via the practice. Today a receptionist has offered to speak personally to the chair of the PPG asking them to make contact with us to arrange a meeting.

ii. **Recruitment** – SP agreed to make contact with local school Parent Councils asking them to engage with us in raising awareness of the PRG and the support it offers to CMG staff and their patients. EOD gave SP the contact emails for all 4 Carnoustie schools Parent Council groups.

SA

MMcK,  
AS, PC,  
MW

EOD

EOD

All of the above items stimulated a discussion identifying local groups to meet with to get support to identify if a need exists to take the proposals forward.  
PW will draft a letter. EOD will identify contacts for the proposed groups.

**9. Food shopping choices in Carnoustie** – Members shared ideas from their knowledge of projects already addressing these issues. Questions asked as to why Carnoustie doesn't have major food retail shops needs further exploration to get answers. To be addressed at a later meeting. In the meantime, factual information will be looked into along with projected housing development and population increase figures.

**10. AOCB.**

- i. Christmas meal** – Decision taken to set a date for January at November meeting.
- ii. Out-of-Hours services** - SP shared information about a survey soon to be released asking for public opinion on Angus Health and Social Care Partnership Out-of-hours service. AHSCP is planning a new focus to improve services and enhancing community-based care in alignment with national Scottish Government strategies.

**With business complete the meeting closed at 16.00hr**

**Date & Venue of next meeting – Wednesday 19<sup>th</sup> November @ 2pm in PPCC**

**Ethel O'Donnell**

*Ethel O'Donnell*

**Minute Secretary**

**Date 25<sup>th</sup> September 2025**

**Approved.....Date.....**

**Seconded.....Date.....**

**SP**

**ALL**