

**CARNOUSTIE MEDICAL GROUP
 PATIENT PARTICIPATION GROUP
 Minute of Meeting held at Parkview Primary Care Centre
 on Wednesday 2⁸ January at 2pm**

Present – Meeting Chair – Pauline Ward

Minute Secretary – Ethel O’Donnell

**Committee - Sheena Pritchard, Pat Hay, Alison Smith, Pat Hay, Nancy Rudd, Jeanne Kirk,
 Margaret McKinlay, Ruth Jack**

Practice manager – Wendi Lees

Apologies- Barbara Bromley, Pauline Craw, Clive Goldstraw.

Task

<p>1. Pauline welcomed all to the meeting and gave apologies as above.</p> <p>2. The Minute of the last meeting on 19th November 2025 was taken as read and approved by MMcK and seconded by JK.</p> <p>3. Medical update – Wendi reported on CMG matters. Currently painters are redecorating the downstairs CMG area of rooms and corridors in PPCC. It has been challenging working around this necessary work and when completed it will be good to welcome patients and others into a fresh environment. Entering 2026 has also proved to be challenging catching up with the backlog from 2025.</p> <p>ii. GPs - Dr Anthony, who has recently completed the GP trainee course has joined the practice working 8 sessions over 4 days, bringing CMG up to a full compliment of doctors. The workload has been challenging since returning from the festive break. Recent changes in managing the workload should improve waiting time for appointments and in general make a smoother pathway to the benefit of patients and staff.</p> <p>iii eConsult is still the preferred method of contact with the practice and is proving to be a time saver allowing better planning and management of staff time to the benefit of the patients. All eConsult contacts are read by a CMG doctor and decisions made by them.</p> <p>iv. Current guidelines deem that each doctor should manage 25 appointments per day and CMG are meeting this recommendation. Monday & Tuesdays are the busiest days of the week and good communication is important with details gathered by reception staff helping doctors to assess priorities and give effective healthcare. Demand still outweighs capacity. Locum GPs are being brought in to reduce waiting times and improve the service.</p> <p>v. Complaints – there has been a high level of complaints since the New Year, increasing the workload for the Practice Manager and taking valuable time from managing other Practice business.</p> <p>vi. PRG notice board – WL has agreed to allocate space in the waiting area for a PRG notice board to allow the group to raise its profile and develop advisory and educational material to the benefit of all.</p> <p>vii. CHSS - Following information gathered from a meeting by PW with personnel from the Chest, Heart & Stroke Scotland Charity regarding outreach screening sessions they hold in various locations, WL has agreed to look into this to assess the feasibility of bringing such a programme to the Carnoustie community. The aim of the sessions is to reduce the risk of developing or worsening of cardiovascular disease.</p>	<p>PW WL ALL</p>
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<p>viii. Sick Nursing Association – EOD spoke on the history, purpose and work of the local Sick Nursing Association to raise awareness of the group. WL reassured, that the Practice are aware of the SNA and the benefits of helping patients contact the SNA to meet needs in acquiring equipment and care to enhance recovery and quality of life.</p> <p>* Wendi left the meeting</p> <p>4. Matters arising from November minute -</p> <p>i. VAA – a new Link Worker has not yet been appointed for Carnoustie.</p> <p>ii. Re-instatement of a Befrienders Group in Carnoustie- A Public meeting is scheduled to take place in the Coop meeting room on 11th February at 7pm. To date there has been a favourable response from Facebook posts and contact made with local groups and personnel. A further two FB post will be made prior to the meeting.</p> <p>iii. Tip Top Toe nail cutting service – JK again highlighted the need for more volunteers to maintain the service of this popular voluntary Tip Top Toe group in Carnoustie. It appears there is no similar service in neighbouring localities which puts pressure on the local group in meeting the demand from local people and people from neighbouring towns. Currently there is a 3-month waiting list for the Tip Top Toe service, hence the need for more volunteers to help meet public demand. Training is given with input from the NHS Podiatry service. Continuing advertising of the group is maintained.</p> <p>A podiatrist will attend the March meeting to bring us up to date with current Government guidelines regarding foot care by the podiatry services.</p> <p>iv. School councils – no further action taken on this.</p> <p>v. Gov.Scot NHS Reform – no further contact from Tayside HB, but the Scottish Government plan is still active on the Gov.Scot website. The first of the 15 proposed Scottish Government new Walk in Centres announced last year is due to open in the Healthy Living Centre, Wester Hailles, Edinburgh soon. It will offer a 7 day a week drop in from 12.00 to 20.00 to ease pressure on GP practices and hospital services.</p> <p>vi. Redrafting the PRG page on the CMG website – The Sub-group proposals for updating the page are currently with IT personnel.</p> <p>vii. Christmas decorations in waiting area – appreciation from the Practice has been expressed to the PRG ladies who decorated the Christmas tree and the waiting area for the Festive season. Storage bags have been purchased from PRG funds to enable better storage of the decorations.</p> <p>viii. Raising the PRG profile – planning will now start to make the best use of the new PRG notice board.</p> <p>SP proposed using local social media to reach the local community and raise our profile. This will be considered in conjunction with the publishing of the new PRG page on the CMG website.</p> <p>ix. January meal – 10 members had a lively get together and enjoyed a nice meal at the Station Hotel earlier this month.</p>	<p>PW ALL</p> <p>JK</p> <p>ALL</p>
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<p>4. Finance – no update from the Treasurer on the current situation of changing banks.</p> <p>5. Good communications – It is hoped with the aid of advertising and information sharing and having a dedicated PRG notice board in the waiting area, it will help communication with patients and practice staff to the benefit of all concerned.</p> <p>Carnoustie PRG members are to meet with the Forfar Academy Medical Group PPG in February to share ideas and developments in the respective areas.</p> <p>6. AOCB</p> <p>1. Power of Attorney - A recent conversation has highlighted a possible need for sharing information on the importance of Power of Attorney. It was agreed that holding a public meeting may be an effective way to do this. PH is to get leaflets and information from Thorntons Solicitors on this subject. To be discussed further at next meeting.</p> <p>With business complete the meeting closed at 3.30pm</p> <p>Date & Venue of next meeting – Wednesday 25th February 2026 in PPCC at 2pm.</p> <p>Ethel O'Donnell <i>Ethel O'Donnell</i> Minute Secretary Date 29th January 2026.</p> <p>Minute approved..... Date.....</p> <p>Seconded..... Date.....</p>	<p>SA</p> <p>PW MMK EOD</p>
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