

CARNOUSTIE MEDICAL GROUP
PATIENT PARTICIPATION GROUP
Minute of Meeting held at Parkview Primary Care Centre
on Wednesday 4th March 2026 at 14.00

Present – Meeting Chair- Pauline Ward

Minute Secretary – Ethel O’Donnell

Committee- Stuart Anderson, Pauline Craw, Barbara Bromley, Pat Hay, Jeanne Kirk,
 Sheena Pritchard, Margaret McKinlay , Gwen Pyne, PM Wendi Lees

Apologies- Nancy Rudd, Ruth Jack, Alison Smith

	Task
<p>1. Welcome & apologies: Pauline welcomed all and introduced Gwen Pyne to the meeting and gave apologies as above.</p> <p>2. The Minute of the last meeting was taken as read and approved by Margaret McKinlay, seconded by Jeanne Kirk.</p> <p>3. Matters arising – some pertinent items for further discussion are included in agenda.</p> <p>i. Tip Top Toe has a new volunteer and another returning from sick leave bring the compliment of volunteers to a workable level again, but more volunteers will be welcomed.</p> <p>ii. There has been no contact from government sources with CMG regarding the SNP 10year NHS plan. There is awareness about the introduction of Walk in Surgeries being introduced by the Scottish government, with Lochee Medical Centre being identified as one in the pilot scheme. The understanding is, it is for Lochee MG patients only.</p> <p>iii. PRG webpage update – The draft is still with Rebecca. PW to contact her for an update on progress.</p> <p>4. Medical Group update –</p> <p>i. WL is leaving CMG at the end of the month to take up a post with Perth & Kinross Primary Care. There has been a good response to the advert for a replacement and hopefully an appointment will be made soon.</p> <p>ii. With a doctor leaving, the practice is down 6 sessions a week. With good locum support and the recent appointment of another GP they are still at full capacity for the number of patients on the list.</p> <p>iii. Green funding is now available for recycling blister packs and CMG are one of the doctor surgeries to be provided with a recycling box under the scheme.</p> <p>iv. A plan for researching the value of integrating robotics into GP surgery Pods is currently being looked at and a former member of the CMG team is now working with the group and has invited interested parties to a meeting at Erskine MC, Dundee to find out more. WL will forward information to PW.</p> <p>v. CHSS – Little progress has been made on the suggestion CMG may be interested in the CHSS Outreach Screening Sessions.</p>	<p>PW</p> <p>WL PW</p>

<p>vi. Complaints – WL reiterated her comments from the last meeting about the high level of complaints received by the practice at the beginning of the year putting management under increased pressure with time-consuming efforts to deal with them. Other practices have similar problems.</p> <p>The question was asked if complaints are categorised? WL confirmed that doctors are involved in significant event analysis and administrative concerns are subject to annual review. Changes are made where possible and findings are used in team training with good outcomes to help forward planning to manage complaints. There is also a telephone call listening practice in place which helps verify actual things said from all parties and helps resolve some issues.</p> <p>vii. PRG notice board – a date was agreed for 2 members of PRG to speak with the John to discuss options to put this in place.</p> <p>viii. PW asked if medical MOTs are still carried out? WL explained that they no longer take place unless there is a specific indication for them. This led to a discussion of health conditions and alternative services to support patient needs. Pre-Covid there were a number of Third Sector services based in PPCC which have not been re-instated. Only Penumbra and VAA services are now based in PPCC and are dependent on availability of volunteers.</p>	<p>PW EOD</p>
<p>4. Matters arising from minute –</p> <p>i. Visit to Academy MG, Forfar PPG – PW gave a report highlighting ideas we may be able to take on board from the visit. This was a worthwhile meeting and reciprocal contact will be kept with Forfar PPG</p> <p>The discussion that followed identified ideas we could introduce eg making a themed plan on an yearly basis and looking at creating a leaflet base to support this.</p> <p>ii. Chest Heart and Stroke Scotland – PW to email them to maintain contact.</p> <p>iii. Power of Attorney – PH shared information from her contact on Power of Attorney who is happy to come and talk on the subject. A public meeting was agreed as possibly the best way to take this forward depending on the discussion PW has with the contact.</p> <p>iii. Podiatrist – a problem has arisen with Tip Top Toe availability at the March meeting and following discussion it was agreed to hold the next meeting on 29th April with an AGM giving an annual report and audited financial accounts, followed by a meeting with the Podiatrist depending on availability.</p> <p>iv. Christmas decoration update – suitable storage facilities have been purchased by PRG and the decorations are now in storage until needed.</p> <p>4. Finance - SA gave an update on the status of PRG finances. No progress has been made with changing banks and with the possibility of all banks eventually making charges the decision was taken to stay with Bank of Scotland and address ways to control charges. SA to look at online banking as a means to keep charges to a minimum.</p> <p>15.15 – SA left the meeting</p> <p>5. Social media platform to raise PRG awareness – possible ideas discussed but no decisions taken.</p>	<p>PW PW EOD SA</p>

6. Report from Befrienders meeting in the Coop – 2 PRG members were at the first meeting when 13 people attended. From this meeting the apparent needs of the community widened from befriending to companionship, transport and Time Banking. At a meeting this week, 3 PRG members attended and Jimmy Mooney from Broughty Ferry Time Banking, gave a talk on the work of the group. As co-ordinator he connects people in the community to exchange skills and services on a voluntary basis, where one hour of work equals one time credit regardless of task. He works closely with housing associations and other services to secure facilities to benefit the community. There are similar groups in Stanley, Leith and Glasgow.

The discussion which followed identified 3 main areas to be considered for Carnoustie:

- a. What social groups are currently available in Carnoustie?
- b. What are the needs of local people?
- c. Transport needs for people with no transport to attend health/social care appointments?
The very successful, award winning voluntary Carnoustie Medical Transport Helpline, originally set up in 1981, folded in 2022, despite every effort to keep it going, due to lack of drivers and people to man the telephone support. The number of drivers had dropped from 36 to 10.

More information on the number of local social groups and CMTH to be investigated.

7. AOCB

No points raised.

With business complete the meeting closed at 15.40

Date & Venue of next meeting – Wednesday 29th April 2026, 2pm in PPCC.

Ethel O'Donnell

Ethel O'Donnell

Minute Secretary

Date 5th March 2026

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

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