

**CARNOUSTIE MEDICAL GROUP
PATIENT PARTICIPATION GROUP**

Minute of Meeting held at Parkview Primary Care Centre
on Wednesday 29th May 2024 at 2pm

Present – Chairperson/Treasurer – Stuart Anderson

Secretary – Ethel O’Donnell

Committee- Sheena Pritchard, Pauline Ward, Barbara Bromley, Pat Hay, Jeanne Kirk,
Margaret McKinlay

Apologies- Wendi Lees

<p>1. Stuart welcomed members to the meeting and gave apologies as above.</p> <p>2. The Minute of the last meeting on April 24th 2024 was taken as read and approved by PW and seconded by MMcK</p> <p>3. Matters arising –</p> <p>i. EOD had given apologies for last meeting but it was not noted in her name.</p> <p>ii. Agenda item 5 - Suggested information sharing of local services discussion, was not recorded in the Minute. Explanation given was that no action was taken on it. Due to the complexity of finding accurate, consistent information through current NHS sources and frequent changes in the NHS provision it was decided to leave the information sharing document in abeyance for now. It was highlighted that the information already researched may prove to be helpful in the future.</p> <p>iii. MMcK raised a point in principle that the amendments raised in the agenda of the meeting were not included in the Minute of the meeting. EOD clarified that the required correction had been recorded in the saved minute.</p> <p>iv. SA advised that NHS Tayside has produced a new ‘Right Care Right Place’ document which he will share when available.</p> <p>4. Medical Group Update – WL provided a written Patient Group Update which was read out to the group.</p> <p>i. Vacant post – A possible candidate to fill the vacant GP post has been identified through an agency and it is hoped progress to appoint this person will have a positive conclusion.</p> <p>Due to extended injury leave the practice is still down 12 GP sessions a week (basically 2 x 3 days a week GPs). With the holiday season upon us and in light of the current shortage of GP Locums, it is hoped sufficient annual leave cover can be found.</p> <p>ii. Pharmacy – There is still no NHS pharmacy cover for the practice. Apparently, an appointment has been made by NHS Tayside but it is unknown if the appointment geographically will provide cover for CMG.</p> <p>iii. Telephone system – CMG is moving to a cloud-based telephone system next week in preparation for analogue lines ceasing to be used in early 2025. The local service provided by CMG is ahead of the game in preparing for this. A useful feature of this will be that patients no longer have to wait in a telephone queue but can be kept in a virtual queue rather than holding on and they will be alerted when it is their turn. This will mean they will have to be available to take the call otherwise they will miss their turn.</p>	
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iv. Abuse of reception staff – CMG practice staff thanked the PRG for the positive comments posted on the CMG website which helped raise staff moral. Abusive patients continue to make life difficult for front line staff and WL continues to contact them to reiterate the zero-tolerance policy and make it known abusive patients will be removed from the premises by police if need be.

5. Contenance support – The provisional meeting planned did not take place. SP has a contact who may be able to help with suitable physiotherapy advice. Another date for a support meeting will be arranged when more information is available.

A question was asked if going to speak to existing community groups would stimulate interest in the subject. SP will explore options to consider this.

6. AOCB

1. JK shared information of comments from members of the local community on concerns regarding local services including eConsult and access to medical care. A discussion followed on the role of the PRG in finding solutions to manage negativity about local health care in the hope of resolving concerns. A suggestion to request a meeting with practice management at a time to suit them to clear up points in question was agreed.

SA was asked if the South West Locality Improvement Group (SWLIG) would have a role in tackling this problem but he advised this would be out with their remit. He advised a new document on LIG priorities plan is awaiting publication.

With business complete the meeting closed at 3pm.

Date & Venue of next meeting – Wednesday 26th June2024 in PPCC

Ethel O'Donnell

Ethel O'Donnell

Minute Secretary

Date 30th May 2024

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

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

SP

Ethel