**Constable Country Medical Practice**

**Minutes of Patient Participation Group Meeting , held at the Surgery on Monday, January 4th 2016.**

Members present: Mrs. Kathy Pollard (Chair), Sue Yellop, Gill Jones (Healthwatch) Greta Abbs, Liz Digby, Messrs. Mike Huard and Dr.Frank Wells (Vice Chair).

N.B. As only 6 members were present, the meeting was declared non-quorate and therefore no decisions could be made.

The Chairman opened the formal meeting at 6.30 pm welcoming all present.

1. **Apologies for absence:** Dr. Nancy Cohen, Mrs. Becky Thomas and Kirsty Nicholls (Family commitments), Mrs. Jan Cheng, Messrs. Wright, and A. Ravasio (all ill)
2. **The minutes** of the meeting held on 9-11-2015 were agreed and accepted unanimously.
3. **Declaration of interest;** Gill declared her interest as being rep. for Healthwatch

Pete Keeble (Practice Manager) joined the meeting at 6.40pm and gave apologies for doctors who were all working late.

1. **Update on actions from last meeting a) Suggestion that doctors wear badges and that photographs** of medical staff be displayed in the waiting rooms will be pursued.

Co-ordination of medical/medication reviews – part of revised planning process.

Information re Carers- more information could be made available - possibly on the internet.

**b) Complaints raised**- most concerning inability to see a GP or a named GP. Explanations usually resolved the problem – for example see Nurse Practitioner: all annual checks done by Practice Nurse. Not necessary to phone at 8am because patients are dealt with via triage system. Follow-up-appointments - not always able to book - if there is a problem speak to Pete (or ask receptionist to speak to Pete).

**c) Nurse Practitioners and GPs** continued training. N-Ps are attending further courses. There is an opportunity to further encourage patients to see a Nurse Practioner instead of a GP –suggested review of template, with explanation of NP qualifications.

**d) Vacancies for GPs -** On-going adverts are in place for one full –time Partner/GP and talks with Registrar are continuing. Dr.Olowu is leaving in January, and when Dr. Omar resumes work, hopefully on Jan. 7th, he will only be doing two days per week, of which only 50% of the time will be with patients.

It was noted that no GP was present and relationship between PPG and medical staff was questioned. PPG feels it is necessary to have continuity with Clinical Staff, and suggested having one named doctor who would attend all PPG meetings.

Pete suggested possible change of day/time for meetings. To be agreed at next meeting. **PPG membership**

1. **PPG membership:** Following the resignation of Chris Dooley, the question was raised re appointment of new member: All felt this unnecessary, as we have the original number of members agreed.
2. **Waiting rooms-** a)It was finally agreed that clean magazines would be acceptable and these would be reviewed and changed regularly. Toys to be considered, but cleanliness was the problem. New cleaners to be approached b) Chairs with two arms for patients with mobility problem particularly in the East Bergholt waiting room: Pete to make enquiries.

c) Capel Access:- Kathy and Frank to make enquiries re possibility of funds available to improve wheelchair access at the Capel surgery.

1. **Feedback from Healthwatch Suffolk:** Gill circulated the report giving feedback on

easier access to appointments and improved staff interactions which showed 47% positive results and 35% negative. Further dates to be arranged.

1. **CQC Re-inspection:** deferred to next meeting in view of small number of members present. Pete read the press release and reported the inspection comments relating to rapid improvement made and patient involvement.
2. **Relationship between PPG and Partners** –see item 4 d—GP vacancies
3. **Issues raised, including complaints**. Suggested ideal target time for response to complaints to be determined.
Sharon is leaving at the end of the month, and there will be no replacement, due to cost. Her financial duties possibly to be dealt with by outside agency.
Increased workload for Manager means less time for dealing with complaints so suggests possible solution to simple queries and minor complaints.

Appointments and reception: Sue Southernwood

Annual checks, etc. Caroline Rose

Referrals, access to records, etc. Caroline Fisk

Complaints re. staff Christmas gifts— all gifts had been shared so that every member of staff had something.
Agreed that Frank and Kathy would attend meeting organised by CCG for PPGs in Ipswich and East Suffolk

1. **Future work programme –** a separate Away Day meeting will be needed - date to be discussed at February meeting.
2. **Date of next meeting -** Suggested Feb.1st. Date for Activlives speaker deferred to March**.**