CONSTABLE COUNTRY MEDICAL PRACTICE

Patient Participation Group

Minutes of Meeting held on June 27, 2016

Present: Frank Wells, Susan Yellop, Janice Cheng, Mike Huard, Andrew Ravasio, Liz Digby, Becky Thomas, Peter Wright, Greta Abbs, Gill Jones, Peter Keeble and Casey Francis

1. Apologies: Kathy Pollard, Kirsty Nicholls, Nancy Cohn

2. Minutes of Last Meeting: These were agreed as an accurate record of the meeting on May 24, 2016 and were signed by the Deputy Chairman.

3. There were no additional declarations of interest.

4. Matters Arising from previous meeting:

a) Recruitment: Peter Keeble advised the meeting that Dr Ewa pronounced (Eva) is joining the practice as a Partner. Dr Ewa, who comes from Croatia, is well known to Dr Victoria and has been a locum at the surgery. She will be working for three days a week (6 sessions) which will bring the surgery up to four partners doing 28 sessions per week. Peter was also hopeful of a new partner joining later this year, which would bring the practice back up to full strength. The three Registrars will be leaving at the end of July as the practice no longer has a GP trainer. Greta Abbs suggested we should, as the PPG, thank them for all their hard work and Kathy or Frank will do so by letter. A new practice nurse – Lisa – is joining this Wednesday for 30 hours per week.

b) Test Results: There was a technical IT problem, which was being investigated. This could lead to results being seen by patients before the medical staff and could therefore result in unnecessary distress. The practice and CCG were confident that the problem could be resolved.

c) Patient Blood Pressure Machines: The automatic machines were still causing problems but Casey Francis was confident the problems would be overcome.

d) Breast Feeding Privacy: Peter Keeble advised that rooms had been made available at East Bergholt in the interview room and in the pharmacy consulting room at Capel.

e) Complaints: Patients had told Frank Wells that it was still not possible to make appointments by phone first thing in the morning and it was agreed this was the perceived position. However Peter Keeble, who organises the overflow list, said that most days this was not the case. He offered PPG members the chance to observe the reception from 0800 to monitor the situation as it appeared that public perception and reality are at odds. Frank and Jan volunteered to do this for Capel and Bergholt respectively.

f) Mental Health: A Group meeting had been arranged with the health worker and the resulting report will be given in September. Peter has had and accepted an offer from a clinical psychologist to provide input.

g) Photos of Staff Members: This is being done.

h) Capel Transport Scheme: Frank had purchased a map at his own expense to assist drivers.

5. Patient/Public Meetings:

a) Diabetes Meeting: Peter Keeble assured the meeting that the surgery can fund the hall hire and refreshments. Susan Yellop will be in charge of refreshments and group members are asked to arrive at 1800 to help with tables, chairs, etc. The meeting is due to start at 1900 with half an hour or settling in, coffee, tea, etc. and an interval at 2010. Feedback forms will be needed and these should ask for suggestions for future topics and any PPG or surgery staff members present will need identification badges.

b) Suggestions for Future Meetings: These include Men’s Health, Help for Older Persons, both physical help and information regarding allowances, Childhood and Everyday Problems, Skin and Its Protection. Peter remarked that Nuffield Health and The Oaks would be happy to sponsor such events.

6. Implications of Housing Development: Peter Keeble does not envisage a problem. He had been contacted by NHS England; there may be additional funding, but the surgery’s income depends on the number of patients registered and space in the Bergholt building is not an issue. However, in Capel expanding the building is a limiting factor. PPG members questioned Peter closely and he assured the meeting that contrary to rumours circulating Capel is not closing. As the situation on new housing is fluid, it was agreed to keep this item on the agenda.

7. Comment Cards: Comments were mostly positive but several worrying items will be taken up by the surgery.

8. AOB:

a) Website: Jan pointed out that the website still displayed last year’s flu jab dates.

b) Flu Jabs: Peter Keeble confirmed that the surgery would again appreciate help with these in the autumn.

c) AGM: The AGM will be held in September to ensure maximum attendance and avoiding school holidays when patients might be away.

d) Healthwatch Suffolk: Gill advised of a meeting at Elmswell on October 27 to be attended by Norman Lamb and Natasha Devon at 0930 – 1400. Anyone wishing to attend should contact Gill.

e) Peter Keeble circulated a draft handout, which was intended for general distribution, that explained what the doctors do in an average week. He would appreciate feedback, which should be made via Frank.

9. Date of Next Meeting: August 15, 2016 at 1800 for 1830 at Constable Medical Practice, East Bergholt.