**CONSTABLE COUNTRY MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP MINUTES - 20 MARCH 2017**

**Present:** Kathy Pollard (Chair), Jan Cheng, Andrew Ravasio, Greta Abbs, Mike Huard, Gill Jones (Healthwatch), Pete Keeble (Practice Manager), Casey Francis (Admin Support), Dr Nancy Cohn.

**1. Apologies:** Dr Frank Wells**,** Peter Wright, Kirsty Nicholls, Liz Digby.

**2. Minutes of last meeting** - Agreed

**3.** **Declaration of Interest:** Gill Jones from Healthwatch declared her interest.

**4. Ongoing issues requiring update:**

* **GP Plus**

Pete Keeble has not yet communicated this service to the community but he will ensures it goes out in the next update.

* **Staff Recruitment including practice pharmacist**

An additional Nurse Practitioner (prescribing) will be starting with the practice on 4 April 2017. She is also a diabetes specialist and will work 4 days per week. This announcement was very much welcomed by the PPG.

Dr. Eva will be commencing maternity leave in June. Her absence will be covered by a locum GP and an application has been submitted to NHS England for help with the finance this will involve.

The Practice has not yet employed a Practice Pharmacist but has every intention of doing so and is currently talking to two potential candidates. At present this role is being covered by a locum.

* **Update on transfer sale of Capel premises and pharmacy:**

Pete said although progress is being made the sale is not yet complete, mainly owing to complex legal issues which have yet to be overcome. Hopefully, completion will be within the next two weeks. He went on to say that an improvement grant application had been approved and NHS England will pay 66% of the costs. Improvements will include the entrance, floors and decor. The pharmacy is to be purchased by the new Pharmacist Alberto, Dr.'s Tetteh and Victoria. It was suggested the new pharmacist at Capel be invited to attend a PPG meeting in July along with the East Bergholt pharmacist. It was agreed they should be invited.

* **Patient Questionnaire Update**

Casey reported the questionnaire is still with the partners for their final approval before being circulated and distributed.

A discussion then took place regarding the findings of report form Liz Stoner regarding patient satisfaction. Pete stated that although face-to-face appointments are not available every day patients are always called back. Kathy highlighted that a particular problem is that patients can't always get through on the phone when trying to make an appointment and there are long pauses after hearing the original message before this same message is heard again which is completely unacceptable and not at all patient-friendly. It was suggested it would be very helpful if people were told what number they were in the waiting queue. Pete agreed and said this facility was in the original specification, he would investigate further why it was not in operation and ensure it will be. **Action: Pete to give an update at the next meeting.**

* **Follow-up after hospital discharge**

Pete stated this is a difficult issue in that the Practice receives 100's of letter every month from hospitals and they do not have the resources to respond to phone every patient following a follow-up letter. Further, it is not always necessary when a patient is subject to ongoing treatment by the hospital and it is not appropriate for the surgery to intervene in these cases. Dr. PARIKH is looking into this matter. **This item to be carried forward to the next meeting.**

* **Waiting room display screen**

Pete said he had changed the time from 4 seconds to a longer display time but the display keeps reverting to 4 seconds, presumably the default time. He will seek technical advice on how this can be overcome.

**5. Sat's Collection.**

Kathy reported that a total of £305 has been collected for Sat. Pete will contact Sat and ask him if he would prefer a cheque for this amount or a present.

**6. Men's Health talk.**

Flyers for this event have been emailed to all parish clerks. Further, some will be laminated and placed in appropriate positions and others will be placed in surgery waiting rooms. It was reported that Professor Booth has given his approval for the event to be advertised on BBC Suffolk and Andrew will undertake this task.

**7. AGM Arrangements**

Some organisations have responded that they would like a stand at this event. It was agreed the issue of the process of recruiting new members to the PPG should not be discussed at the AGM and should be - **an agenda item for the next meeting.**

**8. ROMEO Group meeting - 19th April**

Andrew and Mike agreed to attend this meeting on behalf of the PPG.

**9. Parkinson's drop-in - 26th April at Capel Methodist Church**

Kathy gave Casey some flyers for this event for distribution.

**10. Date of next meeting**

Monday 24 April 6pm.

**11. Issues raised on comments cards.**

Kathy read out two comments from patients taken from the cards. One was positive. One   
 concerned about delay in receiving prescribed medicine.

**12. Any Other Business**

Pete reported the following:

* The two blood pressure machines in the Practice are now working and operational.
* Following the recent electricity power cut the Practice has lost vaccines to the value of £11,000. This is in addition to it causing other problems. The Practice has now purchased a generator which, in the case of future power cuts, will run the refrigerators and telephone system.
* He has spoken with the specialist trainer, Anita Malster, who stated she would be available to assist with child mental health issues. He will pursue this offer with the GP.'s