**CONSTABLE COUNTRY MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP MINUTES – 16 OCTOBER 2017**

**Present:** Kathy Pollard (Chair), Dr. Frank Wells, Dr. Richard Cavanagh, Dr. Nancy Cohn, Jan Cheng, Gill Jones (Healthwatch), Liz Digby, Andrew Ravasio, Peter Wright, Joining meeting at 5.30 pm - Pete Keeble (Practice Manager), Casey Francis (Admin Assistant), Dr. Victoria

1. **Apologies:** Mike Huard, Kirsty Nicholls
2. **Minutes of meeting 18th Sep –** agreed. Dr. Richard Cavanagh was welcomed as a new member of the PPG and group members introduced themselves.  
   1. **Matters arising**
      1. Patient Transport Scheme - Elaine Fenn has taken over from Greta the running of the East Bergholt scheme. There was concern over lack of cover for Fridays. Pete will ask her to speak with Kathy to discuss this. **Action Pete Keeble**
      2. Pete reported there has been a further upgrade to the phone system. However, it still is not working as it should: when calling Capel there was no welcome message and also the system can handle no more than 30 calls at any one time. With more than 30 the caller gets an engaged tone. Pete stated he will rectify the situation. **Action Pete Keeble**
      3. There have been further complaints regarding the service at Capel pharmacy. Frank said he had written a letter to Dr. Victoria regarding these complaints but to date had received no response. Dr. Victoriasaid she would reply but went on to say that as far as she is aware things are running smoothly. She acknowledged there was a problem for one week when there were staff shortage problems but these were no longer an issue. She assured the Group she would look into it further. Pete added there is a system where complaints about the pharmacy are received and looked into and was of the opinion that things are working better now. Dr. Victoria stated more staff have been appointed at the pharmacy and are currently settling in. **Action Dr. Victoria**
3. **Declaration of interest –** Gill Jones from Healthwatch
4. **Ongoing issues requiring update - Patient Satisfaction Survey:**Pete said the Practice was hugely disappointed with the results of the NHS England survey. A great deal of work had gone into improving things since the practice was placed in special measures in 2015. He is surprised that the survey results and the complaints do not reflect these efforts.  
   Pete mentioned three specific actions which are relevant to the improvement process:  
   a. GPs and nursing staff are to receive “Consultation Skills” training from an external provider.  
   b. Staff appraisals and the importance placed on them.  
   c. The practice would like to carry out a more detailed patient survey in order to identify the specific areas of concern for patients. Jan mentioned the detailed report she had produced for the PPG AGM back in June, which contained a great amount of details on patient concerns.  
     
   Considerable discussion then took place on these items. In particular the group very much welcomed the news that GPs were to receive training. They felt the interaction between patients and doctors in the consultation room was very much at the heart of patient dissatisfaction, which was reflected in the survey results.  
     
   Dr. Victoria and Pete Keeble were then asked if a member of the PPG could have some involvement in the training and they agreed. Andrew volunteered, and Pete said he would forward the details of the trainer to him in order that they can meet.  
     
   There followed a discussion as to how the Practice can better communicate with patients in order to keep them informed of any actions being taken to improve service provision. Although regular articles appear in village magazines, not everyone reads them. Also Pete said they are limited by the space allocated in the magazines. Kathy suggested that a practice newsletter would be an additional way of communicating with patients and could contain information, for example, about new staff members, etc. **Action Pete Keeble and Kathy Pollard**
5. **Update of facilities in waiting rooms**- space has been made available on notice boards in the waiting rooms for the PPG and this should help in disseminating relevant information to patients.  
   - it was agreed that the practice would purchase two wall mounted holders for PPG minutes.  
   - toys in waiting rooms: Casey said the nurse in charge of infection control had advised that toys would have to be of a specific type and would require very regular cleaning. There was a strong feeling among PPG members that the availability of toys would add to a more positive patient experience. Pete said he would rethink the cleaning aspect. **Action Pete Keeble**
6. **Talk on children’s first aid and ailments**No progress has been made on this as we are waiting to hear back from Dr. Desai about his availability. The difficulty now is with timescales to arrange this before the end of the year. It was suggested that a sub-group of the PPG be formed to organise future talks.  **Next agenda**
7. **Availability of clinician appointments and the GP plus service**Casey said that she had recently attended “Care Navigator training”, which has been organised for receptionists. All receptionists would be attending this. This included information about the InfoLink website (<http://infolink.suffolk.gov.uk/kb5/suffolk/infolink/home.page>) which can be used to signpost patients to a range of services. They were also advised to ask callers certain questions to help direct patients to the relevant clinicians.
8. **Practice website update**Kathy thanked Casey for updating the website with all the recent minutes of PPG meetings. It would now need updating with the amended PPG membership.
9. **PPG network meeting feedback**Liz reported that it was a useful meeting where much was discussed, including GP plus, Care Navigators and record sharing. Other PPGs were interested in the talks we had organised for patients. Liz said she would like to attend future meetings.
10. **NAPP funding competition**Kathy said she’d had a further look at the terms of reference for this and they weren’t relevant to us.
11. **Date of next meeting Nov 20th**
12. **Issues raised on comment cards** – 3 cards had been received complaining about long waits at the East Bergholt surgery. It was suggested that information be given to patients when there is a long delay.  
    The pharmacy at the Capel surgery is still causing concern, although it was hoped that an improvement to the process of transferring prescription forms would lead to fewer delays.
13. **Any other business:   
    Flu days**  
    Pete gave an update on the two flu days which had taken place. Although the East Bergholt day had gone well, there were long queues at Capel St. Mary and the children’s nasal vaccine had run out. It was suggested that some children, for example those on the autistic spectrum, may be better served by having a separate session or appointment, which would reduce their stress levels. Generally the feedback was very positive and between 1550 and 1600 people were vaccinated. Two sessions remain on Oct 26th and Oct 31st. **Action Kathy to reorganise PPG member attendance at these days.  
      
    Patient consent to information sharing**Pete told the Group that the patient information sharing request on the back on the flu letters had gone well and there had been a good response. He went on to say there had been a problem with the Information Commissioner, who has ruled that before medical information can be sought from a medical person outside the Practice the patient must firstly have given theirconsent before the information can be shared. Permission cannot be givenverbally at the time and this is an ongoing problem.

**Joint Babergh and Mid Suffolk Local Plan**: Kathy would look at this online and circulate any suggested comments to the group prior to submission by the deadline of Oct 31st. **Action Kathy**