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|  | **THE CONSTABLE COUNTRY MEDICAL PRACTICE**  **PATIENT PARTICIPATION GROUP** | |  |
| **MINUTES OF MEETING HELD ON MONDAY 19th March 2018 AT EAST BERGHOLT SURGERY** | |  |
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|  | **Attendance:** Kathy Pollard (KP) (Chair),Dr Frank Wells (FW)(Vice-chair), Dr Nancy Cohn (NC), Gill Jones (GJ)(Healthwatch)**,** Andrew Ravasio (AR), Jan Cheng (JC), Peter Wright (PW), Mike Huard (MH)(minute taker), Peter Keeble(PK) (Practice Manager), Casey Francis (CF) | |  |
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| 1 | **Apologies:** Kirsty Nicholls, Liz Digby, Richard Cavanagh, Dr Tetteh | |  |
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| 2 | **Declaration of Interests.** Gill Jones from Healthwatch declared an interest. | |  |
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| 3 | **Matters arising from Minutes of previous meeting – 19.2.18** | | **ACTION** |
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|  | 3a | Patient satisfaction survey now passed to Practice. Two students from UEA going to their ethics committee and we are waiting to hear on progress. |  |
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|  | 3b | No update. PK taking matter forward to look at future training | **PK** |
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|  | 3c | Update and Flyer/poster – Practice stall/presence – Healthwatch stall/presence  Future presentations. AR Health Visitor contact for September | **AR** |
|  |  | Publicity to Casey to copy for distribution | **CF & PPG members** |
|  |  | Healthwatch and CCMP incorporate on flyer | **MH** |
|  |  | Discussion about presentation taking pressure from GPs |  |
|  |  | First Aid course useful to incorporate | **KP** |
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|  | 3d | Capel refurbishment - PK outlined refurbishment plans for the Capel surgery.  Strip 3 clinical rooms, carpets up, new flooring in, decorated and lights done Cupboards/sinks etc. to be done, new automatic entrance doors – post Easter opening. |  |
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|  | 3e | KP transport scheme is up and running – no sign up at Capel 15 of 17 drivers DBS checked. Bergholt not known whether DBS checks |  |
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|  | 3f | CF & NC notice boards ordered. PK practice would not advertise private clinicians in waiting areas except for those clinicians who utilise practice premises. No board for private company use. |  |
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| 4 |  | PK practice update: Dr Victoria will be off for 4 weeks. Dr McDonald, a salaried GP, will start in April. The practice is talking with another doctor (female) with a view to a couple of session per week.  Laura, HCN, newly joined and settling in. Anthea returning and practice looking to recruit a nurse for 25 hours per week.  Lara and Heather will take maternity leave shortly. Advertising for a phlebotomist for maternity cover.  New receptionists Cheryl and Tanya have joined the practice.  Discussion about ‘front of house profile’ of receptionist at EB and attempt to fulfil during morning surgery.  NC raised issue of bell ringing sign and how this is perceived as unfriendly and aggressive. NC offered redraft which she read out and will be adopted. Passed to CF. Suggestion of buzzer rather than bell. PK issue of battery and problems with wireless contact previously. Concern that the bell does not penetrate office. JC raised patient perception whilst waiting for bell response.  GJ long term waiting frustration. PW supported GJ’s view and emphasised issue if patient arrived late!  PK will follow-up for next PPG meeting. | **PK** |
| 5 | Lyn Matthews’s application to join PPG. Feedback from NC & AR. Lyn’s appointment unanimously approved. | |  |
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| 6 | Record sharing. 1/4/18 deadline. PK no further forward on forms still awaiting entry into system not likely to be completed until May/June this year. New receptionist will have 0.5 time role to complete this administration task.  GJ urgency – Julie Irving (Healthwatch) will assist with patients for record sharing at our presentations.  MH raised potential legal ramification - is patient disadvantaged because record sharing not on file.  AR asked if patient can check permission given. Suggestion leaflet needed to answer patient concerns/questions. | |  |
| 7 | LD and FW to attend 27/3/18 PPG network meeting - Whitehouse  FW, KP and MH to attend Hospitals merger briefing on 28/3/18 - Martlesham | | LD/FW  FW/MH |
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| 8 | Hospital merger issues: GJ influence and engagement with different groups. A brief discussion followed. | |  |
| 9 | NC requested water fountain/dispenser in waiting area at EB surgery. NC will be away for one month. Complaints/comments cards AR will collect in NC absence.  JC elderly couple in Holton praise for Dr’s home visit and prescription issue resolved. | |  |
| 10 | **AOB:** None | |  |
| 11 | **Date and Time of next meeting: Monday** 16th April 2018 at 5pm.  **Venue:** East Bergholt surgery | |  |