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|  | **THE CONSTABLE COUNTRY MEDICAL PRACTICE**  **PATIENT PARTICIPATION GROUP** |  |
| **MINUTES OF MEETING HELD ON MONDAY 19th November 2018 AT EAST BERGHOLT SURGERY** |  |
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|  | **Attendance:** Kathy Pollard (Chair),Gill Jones (Healthwatch)**,** Frank Wells**,** Andrew Ravasio, Jan Cheng, Lyn Matthews, Peter Keeble (Practice Manager), Casey Francis, **Dr Dharam Parikh**, Peter Wright, Nancy Cohn, Mike Huard (minute taker). |  |
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| 1 | **Apologies:** Richard Cavanagh, Kirsty Nicholls. |  |
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| 2 | **Declaration of Interests:** Gill Jones from Healthwatch declared an interest. |  |
|  |  | **ACTIONS** |
| 3 | **To agree minutes from meeting held on 15th October, 2018:** It was agreed that the minutes were a true record. |  |
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|  | **Minutes - Ongoing issues requiring update:** |  |
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|  | 1. Training issues: PK notified telephone skill training coming soon. Customer service training still on the agenda but no date. | **Watching brief** |
|  | 1. Capel St Mary Community Infrastructure Levy– the PPG feedback to the Parish council seems to have been well received. They were surprised that there is spare capacity for an additional 6,000 patients. |  |
|  | 1. EB primary talk – we have a problem that Sarah N Practice nurse is not comfortable undertaking public speaking. EB primary supportive of presentation idea. LM suggested a different approach – less public speaking and more Q&A and fun session? There followed a discussion with contributions from PW/AR/NC and the item was put back until Dr DP attended the meeting. | **See item 7 below** |
|  | 1. Practice newsletter - KP and CF to meet on 13.12.18 @ 2pm | **KP** |
|  | 1. EB High School and gardening assistance to surgery – JC claimed for monies outlaid for pots £23.53. MH had spoken to Chris Burns, Deputy Head Teacher and PK. MH had emailed PK and CF suggesting they contact Chris Burns. |  |
|  | 1. OneLife Suffolk contact with surgery. CF had spoken with Caroline Woodward of OneLife a date has yet to be set. | **Date yet?** |
|  | 1. Clock in waiting area – No action yet but will remain on agenda. |  |
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| 4 | **Practice update:** PK – Practice has vaccinated over 75% of over 65’s, lower take-up under 65’s and children. Practice texting/contacting patients to encourage take-up. Donations on flu day for British Heart Foundation and Ormiston. There will be no additional clinics but patients will be offered individual appointments. CSM worked well with new layout  CSM work continuing: shelves for pharmacy to be installed on Friday. PW asked about bell not ringing? FW highlighted MMR vaccine update for practice – to be on January agenda | **For Jan. agenda** |
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| 5 | “Mystery shopper” PK practice has appointments today and tomorrow. Summary of data to be analysed. KP suggested changing time for “MS”. AR volunteered to take up Wednesday slot. Decided to stop “MS” effective from this week and to review the data analysis and “MS” process in the future. | **Date for review?** |
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| 6 | PPG network meeting at 1.30pm Tuesday 11.12.18 FW and KP will attend. | **Report back** |
|  | NB: At this point Dr Parikh arrived |  |
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| 7 | Item 3c (EB Presentation) continued at this point in the meeting discussion:  To bring Dr P up to speed with the presentation plansKP aimed at parents of the primary children, LM questions from parents for presentation would save GP time. EB primary offered hall and resources for session, Dr.P Parents questions enable Dr to prepare topics in advance, LM around winter ailments, LM mini survey of parents at school, PW prepared questions might help, Dr. P Presentation followed by pre-prepared questions, JC Drs experience of usual child problems removing worry of parents and saving time. MH slot after parents have dropped children off at the school in the morning. Dr.P Best Tue/Wed/Thur when bigger complement of GP at surgeries.LM target date end of January or early February. Dr. P Not available February. LM needs to confirm date with school as early as possible. Dr.P publicity by PPG - time needed. PK to contact LM re: personnel for presentation. Presentation sub-group will not meet until date and time and personnel provisionally agreed by practice (LM to link with MH/KN/RC). | **Where are we with this?** |
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| 8 | KP spent £16.50 on children’s toys (from £166!). |  |
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| 9 | December event with staff: PK to sort out two dates for CSM and EB surgeries. Morning “coffee time” suggested at both surgeries. Food mince pies etc. PK suggested including patients and possibly an opportunity to get patient feedback? | **Feedback – All who attended.** |
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| 10 | Comment cards: A\*\*\*\*\* death certificate problem with process of obtaining – now resolved; had met with PK. Dr. P end of life plan Dr sees every two weeks. Contact with coroner to resolve unexpected death. Post-mortem complicates situation. KP asked if practice wouldreview processes - PK Yes.  NC 3 cards 2 are compliments; Phlebotomy nurse and Dr.Tetteh dealing with a patient in severe pain - both complimented for their care. 1 negative Drs over half-term and 5 hour wait for call back for ill child. CF calls flagged up with red mark for urgent/extreme pain etc. And Drs would give priority to those calls. There followed a discussion on this topic. | **To be reviewed** |
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|  | **AOB:**   * Suggestion that a Presenter/chair of the presentation at EB primary might assist the management of the presentation. * MH letter to partner stopping prescribed medication and does not explain rationale or consult patient concerning their treatment. Letter on practice letterhead. PK letter from CCG who review medication with GP and determine prescribing. * KP notified PPG networking meeting on 9.1.19 if anyone would like to attend. * Discussion on 2019 minute takers. FW offered for January. * Discussion on missed appointments – GP’s Bloods Nurse practitioners/practice nurses etc. * MH Reminder that ROMEO group would like visit from PPG * PK reminded that the Community Connector Bus is at EB surgery 12.12.18 * MH gave apologies as he is unable to attend the January meeting. |  |
|  | **Date and Time of next meeting: Monday21st January 2019 at 5pm**  **Venue:East Bergholt surgery** |  |
|  | NB: Dr.P and LM left meeting at 6.50pm |  |