**CONSTABLE COUNTRY MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP MINUTES – 20 May 2019**

**Present:** Kathy Pollard (KP) (Chair), Andrew Ravasio (AR) (minutes), Frank Wells (FW), Nancy Cohn (NC), Jan Cheng (JC), Kirsty Nicholls (KN), Pete Keeble (PK), Dr Vincent (Dr V), Sophie Rising (SR) (Admin Assistant)

1. **Apologies:** Richard Cavanagh, Mike Huard, Peter Wright, Lynn Matthews, Gill Jones
2. **Declaration of interest –** None
3. **Minutes of meeting held on 8th April**

Ongoing issues requiring update:

1. **PPG Pound** It was agreed that a sub-group should be formed with the subject being First Aid for Parents. It was assumed LM would wish to be involved and KN said she too would like to and will contact LM.
2. **MMR vaccine**  Item cancelled.
3. **Staff Photo Board** The display board has been ordered and the following day SR will commence taking photos
4. **CQC Inspection** The Practice has received the draft report and will distribute it to PPG members for comments on accuracy.

**The CQC Report and its rating are strictly confidential at this time.**

1. **Update from Practice Manager** Nothing significant to report since the last meeting, things are running well at the moment.
2. **Change to Appointment System Update –** A general discussion took place regarding the proposed new system. PK stated the plan had not yet been finalised but will circulate to PPG members for comment when done. It was agreed amongst all that a marketing strategy for implementation is vital and the PPG will take an important role in the communication of the new system. A separate meeting between the PPG and the Practice will take place to agree a marketing strategy. AR suggested a Q&A sheet for patients.
3. **ROMEO Network Update** MH and AR are in contact and plan to attend their August meeting.
4. **OneLife Suffolk** will be invited to speak at the July PPG meeting.
5. **PPG Network Meeting** JC informed the last meeting of an App. she has seen which can help parents with regards to children’s illnesses. This was shown to the CCG at the last PPG Network meeting.
6. **NAPP converting to CIO** KP informed the meeting that N.A.P.P. is considering converting its current Unincorporated Charitable Association status to Charitable Incorporated Organisation. Our own PPG raised no objections to this.
7. **Issues raised on Comment Cards and with individual members** Another comment card had been received at East Bergholt asking for a water dispenser in the waiting area at EB surgery. PK said there was one upstairs for general use and there are signs in the waiting room informing people of this. The PPG did not feel this was a suitable location and asked PK to look in to having one downstairs. It was also requested that there be a higher seat in the disabled toilet downstairs. PK agreed to consider this also.
8. **Person taking next Minutes** FW agreed to take the Minutes of the next meeting.
9. **Date of next meeting** 17 June 2019
10. **Any Other Business** NC raised the issue of the infected blood enquiry where it has been discovered many tens of thousands of people who had a blood transfusion in the 70’s, 80’s and 90’s have unknowingly been infected with HIV and Hepatitis. This also applies to blood products, for example for people with haemophilia. NC asked Dr V if the practice could test those people in our area who have had a transfusion during this period. Dr V said the practice would happily test anyone who thinks they may have been infected. NC said many people don’t know if they have had a transfusion as some might have been small children at the time. Dr V agreed this was very possible and the practice would search their records. However the hospital does not always inform the practice when a patient has received a transfusion, so the records may be incomplete.

The problems with CSM pharmacy remain. People are complaining that they are inefficient and that queues are unacceptably long. Also, there is a breakdown in the repeat prescription system in that the person fills in the repeat form at the pharmacy and the pharmacy is not contacting the practice. PK acknowledged these problems, the practice is aware and is trying to address them.