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| Constable Country Medical Practice | | |
| Patient Participation Group | | |
| Minutes of meeting held on Monday, 18th November 2019 | | |
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| Present: Kathy Pollard (KP) Chair, Richard Cavanagh (RC), Nancy Cohn (NC), Pete Keeble (PK), Sophie Rising (SR), Mike Huard (MH) (minute taker), Peter Wright (PW), Kirsty Nicholls (KN), Jan Cheng (JC), Lyn Matthews (LM). | | |
|  |  | **ACTION** |
| 1. | Apologies: Andrew Ravasio, Frank Wells. |  |
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| 2. | Declaration of interest: Gill Jones, Healthwatch. |  |
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| 3. | Minutes of October 21st agreed as an accurate record. |  |
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| 4. | Matters arising: |  |
|  | Disabled toilet seat now installed in downstairs toilet PK. |  |
|  | Babergh Local Plan acknowledgement and meeting attended, and Capel Festival of Trees KP |  |
|  | No comment cards at CSM and EB surgeries KP/NC. iPad in waiting area EB surgery waiting area for patient feedback is working well PK |  |
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|  | Unlikely GP attending meeting. Dr V unwell today. |  |
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|  | Flu days 71.5% over 65’s = 2,150 patients plus 80 via Pharmacy. Lauren has flu clinics once or twice per week at EB & CSM. Feedback from PPG that the text message reminders were an excellent idea. Issue of under 18 years nasal vaccine shortages. 119 2-3 year olds with currently only 15 doses to go out to patients. Discussion of national drug shortages and the impact upon patients |  |
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|  | Staff update: New phlebotomist; Julie Phillips, starting 2/12/19 as Beverly is leaving next week.  New Doctor; Dr Thakerar, salaried GP, starting January ’20 two days per week (Thursday & Friday). This brings the practice to near full capacity. Dr Johal on Thursdays and Dr Nasta Wednesday and Thursday morning. |  |
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|  | Dr Parikh attended meeting. |  |
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|  | Discussion of the new appointment system. The practice had a meeting last week to discuss. Patient/reception/Healthwatch information. Patient feedback good. Practice experiencing greater work load for doctor/receptionists.  Discussion of the phone call process – miss 1st call text message notifying further call. Miss 2nd call text message need for patient to re-start the process by contacting surgery. No mechanism to include time for 2nd call as subject to Dr’s workload. Some impression of 2nd calls missed but % not known. Dr P and PK felt that doctors were seeing more patients and guessed about 50% more. If Nurse practitioner appointments become full then Dr has to see patient. With patients who have hearing and other issues then reception staff will discuss with Drs and in all likelihood these patients need to attend surgery. Surgery will talk to carers and those acting on behalf of patient.  Dr P confident of the telephone triage system as staff trained and so are the Doctors. |  |
|  | Number of call-backs 40 for each doctor and 40 +5 for duty doctor. Calls come in throughout the day and appointments generally full after lunch. Calls generally more demanding and the easier access has meant some patients requested to call back the next day. Dr P indicated it was very difficult to predict demand. The practice will be reviewing the system.  PW asked if Nurse Practitioners/Paramedics could be used to triage calls. This would be difficult with the current arrangements. Practice offering GP+ to some patients both for evening and weekend appointments when call-back full. Suggested using 111 as alternative. |  |
|  | LM enquired about data of the new appointment system – whether number of calls and times were recorded/patients seen/numbers to Drs and nurse practitioners. PK practice does not accrue this information but practice has a good enough understanding. Some data on telephone system  JC asked if change to appointment system increase GP’s efficiency and patient satisfaction. The Leiston practice experienced a reduction in calls/appointments. Our patients largely able to request which Dr they wish to see. Dr P continuity for patients depends on clinical issue. PK appointment system generated more demand. |  |
| 5 | First Aid sessions. Sub group to meet to discuss Capel St Mary first aid session. | KP,LM,KN,MH |
| 6 | PPG funds and NHS birthday event donations to be passed and held by KN | PK,SR |
| 7 | Minutes of PPG meetings are now up to date on the practice website reported SR |  |
| 8 | Christmas staff celebrations; Tuesday 10th at EB and 17th December at CSM. Both in mornings at 10.30am. Punch and nibbles this year. |  |
| 9 | PPG network event. Email already sent. !7th December, 1.30pm to 3.30pm at Endeavour House, Ipswich. |  |
| 10 | No comment cards at either CSM or EB surgery this month. Pharmacy issue remains. |  |
| 11 | LM to do minutes for 20th January 2020 PPG meeting. Commences 5pm. |  |
| 12 | AOB: Meeting Janet Lawrence 3.12.19 | KP,MH |