**CONSTABLE COUNTRY MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP MINUTES – 17 February 2020**

**Present:** Kathy Pollard (KP) (Chair), Andrew Ravasio (AR) (minutes), Nancy Cohn (NC), Jan Cheng (JC), Mike Huard (MH), Lynn Matthews (LM) Dr Parikh (Dr P), Sophie Rising (SR) (Admin)

1. **Apologies:** Richard Cavanagh, Peter Wright, Gill Jones, Kirsty Nicholls, Frank Wells,

Pete Keeble.

1. **Declaration of interest –** None
2. **Minutes of meeting held on 20th January**

Ongoing issues requiring update:

1. **New Appointment System** There has been a further complaint that the time texted to a patient for an appointment is not the same as the actual time. SR stated it is a template issue which she will take back to PK for rectifying.

Discussions also took place regarding the problems working people have with the new appointment system. A question was raised regarding how people who can’t take calls at work could access the extended hours system. SR stated that if there was a narrow slot during the patient’s working day, the GP would try and call during that slot and could then book the patient in for an appointment during extended hours, if this was necessary.

1. **e-Consult** It is thought Needham Market Practice have 300 contacts by patients per month, not 3000 as previously reported. This is still a high number in comparison to our own Practice. SR will contact the NM Practice to ascertain how they have so many and how they publicise this option to their patients. Social media and Parish Council meetings might be a way forward for us in order to increase uptake.
2. **Raised toilet seats** It was reported this still had not been actioned. SR stated it had been actioned which she could confirm as she fitted the raised seat herself. She would check whether it was still in place.
3. **Update from Practice Manager** SR stated there was an ‘away day’ with the GP’s last Sunday but as PK is not present at our meeting, she cannot update us as she does not know what was discussed.
4. **Blood Tests at CSM** There was concern that INR blood tests are available at CSM on Tuesdays only. Dr P. stated that the practice does not have this type of test that is urgent and re-test only every 8 to 10 weeks. He stated some patients come for 4 weekly tests and they usually tell the practice when they are due. Although there may be a capacity issue they can accommodate patients within 2 days. If they are urgent INR’s Dr P. gave assurance they will be seen as a priority.
5. **First Aid Talk at CSM** KP reported that feedback she had received indicated most people would prefer to attend an evening training session as opposed to morning. It is planned to hold a 2 hour session from 7.30pm on Wednesday 18th March at CSM Methodist Church. Gryphon will be the providers again. The evening will be for parents, grandparents and carers of children up to the age of 11 years. A sub-group meeting for this will take place on 9th March. Help with refreshments on the evening would be much appreciated.
6. **Group Funds Update.** Nothing to report.
7. **PPG Network Meeting** Held on 21 January at Bildeston. KP attended and she will forward to all the Minutes of that meeting.
8. **Issues raised on Comment Cards and with individual members** Ongoing issues with the new appointment system were discussed after further disquiet from patients who cannot receive calls at work. Dr P. reiterated that if a person working can inform reception of a tight window during their working day when they can receive a call then the GP would do their utmost to call during that time. He went on to say that GP Plus and e-Consult are good alternatives and they are starting to make these options more generally known to patients.

There was a further comment that some patients complain they cannot hear or understand what GP’s are saying during a telephone call. This was because of some doctors speaking quietly, quickly and/or difficulty with heavy accents. It was requested that Dr P. convey this to his colleagues in order that they do what they can to reduce this problem.

1. **Person taking next Minutes** Jan Cheng.
2. **Date of next meeting** Monday 16th March 2020
3. **Any Other Business** It was reported that thescreen in the EB waiting room informing patients that the clinician is ready to see them has reverted to showing for 4 seconds only instead of the 10 seconds it had been reset to. SR was unaware of this and will reset it.

Dr P. stated the practice is in the process of arranging a patient satisfaction survey regarding the new appointment system. It was pointed out that some members of the PPG had significant experience of designing surveys and offered to review the questionnaire before it was sent out. Dr P. agreed this was a good idea and is keen to utilise the experience of members.