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| Constable Country Medical Practice |
| Patient Participation Group |
| Minutes of meeting held on October 25, 2021, on Zoom at 5:00 |
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| Present: Kathy Pollard (KP) Chair, Mike Huard (MH), Jan Cheng (JC), Andrew Ravasio (AR), Liz Nalet (LN), Sue Merton, Healthwatch,( SM)Kirsty Nichols (KN), Pete Keeble (PK), Nancy Cohn (NC)(minutes) |
|  |  | **ACTION** |
| 1. | Apologies: Gill Jones, Lyn Matthews |  |
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| 2. | Declarations of Interest | Sue Merton |
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| 3. | Minute of previous meeting (July 19, 2021) and ongoing issues:New Covid cases in our practice: July 28, August 19, September 36, October to date – 37. Greater numbers recently in younger people.Approximately 800 in total since April 2020. |  |
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| 4. | **Practice Issues****PPG letter to PK 6-9-21**PK said the letter was discussed with the partners. Suggested that the next PPG meeting could focus on the letter, and hopefully two doctors will join the meeting. This was thought to be a good idea. Meeting will be on November 19th on Zoom.Update on **Flu vaccinations**This is going well. About 12 clinics scheduled which should cover most remaining patients. More than 80% of the over 65s have been vaccinated.**Staffing issues** – staff shortages, many off sick, some Covid related, Two new receptionists appointed, - will take practice to full capacity. Currently looking for replacement for Sophie.Kathy asked If PPG can help. PK said nothing for us to do at the moment. Most patients are booking their own flu appointments.New nurse practitioner joining in early November. (4 Days a week)**Healthwatch reported** back from visit to **Capel** – mostly positive comments from patients.Offer from Sue for Healthwatch to come to East Bergholt surgery and talk with patients.JC reported some **positive feedback** from patients who have spoken with her.AR asked about procedure re: **abusive patients** – PK said not many of these, but on occasion. A doctor or PK will then speak to the patient, and might send a letter and put a note on their records. PK said the practice is discussing focussing on **general communication** to patients.PK said that practice has received the first Covid (Pfizer) vaccines for a long time. These will be used to give boosters to housebound patients. No plans at the moment to change waiting area in EB back to previous set-up. After checking in on the screen in the waiting room patients will need to wait in their car or outside until called.AR asked if practice still had GP trainees, wondering about burden on GPs.PK said this is still going on and doesn’t have a negative impact on capacity.KP asked about problems with the new telephone system cutting people off. PK said these problems had now been ironed out. | **PK** to invite partners to the meeting.**PK** to feed back to particular nurse re positive feedback**KP** to draft something to explain more about the work and pressure of the practice. **PK** to give some information to KP for her draft. (eg, number of calls to practice, and number of patient contacts.)**SM** to forward a leaflet to KP concerning a message to patients (including being kind). |
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| 5. | Person taking minutes at next meeting | Lyn Matthews |
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| 6. |  Date of next meeting? On Zoom or in person? | November 15, on Zoom |
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| 7. | AOB – (included under practice issues) |  |
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