**Constable Country Medical Practice**

**Patient Participation Group**

**Minutes of Meeting held on Monday 25th July 2022**

Present: Andrew Ravisio (AR) Chair, Nancy Cohn (NC), Pete Keeble (PK), Mike Huard (MH), Jan Cheng (JC), Kirsty Nicholls, Liz Nalet (LN), Pete Keeble (PK), Dr Victoria (VO)

1. **Apologies**

Healthwatch, LM

PK stated that Kerry Baker, (KB), had left the practice

1. **Minutes from last meeting**

KN and MH offered to update the PPG members’ photos on the website and at the surgeries.

**Action KN,MH**

PK said there was an article in the local magazines in June which had a short paragraph about the PPG in it. He said there would be another article in August.

JC mentioned about using local Facebook pages to update practice information. PK said that this was meant to be part of KB’s role as he did not have time to do it. PK was asked to send a copy of his article to the PPG members who could then copy and past it onto their local Facebook groups.

**Action PK**

The PPG email was discussed. There has been a problem with this as it is connected to Kathy Pollard’s own personal email. PK has deleted this email from the website.

MH has agreed to set up a new email that everyone will be able to look at. It was agreed that there should be a rota for monitoring this email. It was suggested that each member do it for two months at a time. AR offered to cover the first two months. MH will tell PK what this email is so it can be added to the practice website.

JC said it should be made clear what the PPG can and can’t help with.

**Action MH**

PPG guidelines and current terms of reference were briefly discussed. It was agreed that there should only be one document and therefore some work should be done to incorporate the two current documents into one. It was felt that LM would want to be involved in this so it should be added to the agenda for the next meeting.

PK said the Extended Hours Scheme will not be offered at the East Bergholt site. It is going to be subcontracted out to the GP Federation. The target start date is October 1st. The details are still being worked on but it seemed that it would probably be easier to get staff to work on a Saturday than just for a few hours in the evening.

AR asked how this will be communicated to everyone. PK said through the usual channels – website/local magazines etc.

The Complaints Policy was discussed and why the website still had not been updated. VO said she did not understand why the complaints policy should be on the website as this was really an internal document.

JC referred PK and VO to the complaints section on the Hadleigh practice website. She said that what was needed was clear information about what a patient can expect if they put in a complaint, for example how long it will take to get a response and on going information if the complaint is a complex one.

**Action PK, VO**

PK said he had put a link to the minutes of the PPG meetings on the website.

1. **NAPP**

NC gave out some information about the main points that she had looked at in the last couple of months.

There has been a mention by different PPGs about their practice’s response to the new guideline on increase access to GP services. Practices are not confident they can provide this.

Research into ‘shared’ decision making

Respondents (Clinicians and professionals) recognised the benefits and were positive about involving patients in choices about their care.

This may take more time in the initial consultation

It has not been prominent in initial training

Nurses had received more training and were more positive about shared decision making than doctors

Barriers: NHS is under resourced, IT systems, lack of information, tools and aids to give to patients, lack of training in shared decision making.

There are regular requests for PPG members to be involved more widely – anyone interested please advise NC and she will forward requests to you.

1. **Healthwatch Survey**

PK suggested that members of the PPG may want to accompany Elizabeth Storer on her visits to the surgeries. These visits are usually made every six months.

PK said that the National Survey results were very disappointing especially compared to the local Healthwatch survey which was much more positive.

The partners are going to look into the National Survey to try and understand why the results are so different.

JC made the point about infrequent users doing the survey which might bias the results.

She also suggested that it would be a good idea to publish the results of the Healthwatch survey on the website and in local magazines.

AR said that there were over 350 comments on the Healthwatch survey, many of which were positive and that it would be a good idea to publish some of these.

PK to contact Healthwatch to see if this is possible**.**

**Action PK**

Everyone agreed that the Healthwatch surveys carried out in the waiting room were much better than the National Survey which is very impersonal.

It was suggested that it might be a good idea to find another way of talking to patients locally – perhaps by setting up in the local Co ops.

PK said the practice would be happy for the PPG to help with this.

1. **Practice Updates**

PK advised that KB was leaving and also that one nurse practitioner was moving on and another nurse was on maternity leave but replacements were already sorted out for them.

He also said that there was a lot of sickness amongst staff at the moment.

VO has two new trainees starting in August, one of whom will be with the practice for a year.

PK said that the practice was starting to think about the Covid and flu vaccinations that will have to be done in the Autumn.

There is not yet sufficient information on when the practice will actually get the vaccinations to make any definite plans.

AR offered the help of PPG members which PK accepted and this will be discussed at the next meeting when he has a better idea of what is happening.

1. **Comment Boxes**

KN said there were none

1. **Date of next meeting**

This will be held on September 12th

LN and LM will not be able to attend so someone else will need to do the minutes and the agenda.