**Constable Country Medical Practice**

**Patient Participation Group**

Notes from meeting held Monday 19th July, 2021 via Zoom.

Present: Kathy Pollard (Chair) (KP), Mike Huard (Vice Chair) (MH), Jan Cheng (JC), Nancy Cohen (NC), Kirsty Nicholls (KN), Gill Jones (Healthwatch Suffolk) (GJ), Andrew Ravasio (AR) (minute taker), Pete Keeble (PK), Sophie Rising (SR),

Dr Parikh (DrP) (part of meeting)

1. **Apologies:** Lyn Matthews, Liz Nalet
2. **Declarations of Interest**: Gill Jones
3. **Notes of meeting** held 21st June 21 were accepted as correct.

PK was asked how many patients who were with the closed Barham and

Claydon Practice are now registered with CCMP. Although he could not be

sure of the exact number, it is approximately 60.

1. **Practice Issues/Update**

A new phone system has been installed in the practice. Although patients will not notice much change the benefits are mostly internal. It allows increased recording of calls and it is connected to the PCN which are on the same system, thus allowing a better flow of information and improved communication.

Although many Covid restrictions have been relaxed by the Government, there will be no change in the way the Practice currently operates regarding its safety measures. We are in an area where the number of Covid cases is on the increase to a concerning level. PK stated there were 28 newly recorded cases in the last month. KN said a Government website said there were 46 new cases in the Babergh area in the last month.

Regarding face-to-face appointments, the current practice will continue by way of triage. However, Nurse Practitioners are moving towards more face-to-face appointments although it is difficult to progress this as one NP has recently left and another is on sick leave.

Complaints – SR attended a course last week on complaint handling and procedures. She reported that the tutor was impressed with the CCMP process.

A new Practice Pharmacist (Sophie) has recently started with CCMP and initial feedback from patients has been very good.

DrP told the meeting there is concern within the Practice that owing to self-isolation, they may become very short staffed at very short notice, although some work can be carried out at home, especially in the areas of administration, but also by GPs. He went on to say they are seeing cases of people who have been double vaccinated becoming infected with the virus and the vaccinations will not protect us from it completely but should prevent us from getting it in a serious condition.

CCMP is waiting to hear if it will be required to run booster clinics later in the year. If it is, a booster programme for Covid and possibly flu will start in the second week of September.

KP raised an issue with the e-consult interface. She stated when attempting to request blood test results, it was extremely difficult to navigate to where she wanted to get to in order to submit the request and thought the e-consult did not cater for retrieval of such information. SR advised that the system does cater for it but may not be too obvious or easy to find on the interface.

DrP suggested when the Practice sends text messages for consultations, they could amend the text to advise people of the NHS App, and the type of information that could be accessed on it, including test results. SR suggested although many people have the App. they may not be aware of all of the facilities on it.

1. **Annual Report**

JC has produced a report for her parish council and we can possibly use some of the information contained within it to assist with a PPG Annual Report. PK will produce a report for the September parish magazines. JC will circulate her report to PPG members. The aim would then be to send out to parish councils in time for their September meetings as most parishes don’t meet in August.

1. **Person taking next minutes**

NC Volunteered. MH will produce a rota for future meetings.

1. **Date of next meeting**

Monday 20th September 2021. (It remains to be seen whether this can be face-to-face).

This has been completed by AR**.**

1. **Any Other Business**

None