**Constable Country Medical Practice**

**Patient Participation Group**

**Minutes of Meeting held on Monday 24th April 2023**

Present: Andrew Ravasio (AR) Chair, Lyn Matthews (LM), Nancy Cohn (NC), Mike Huard (MH), Jan Cheng (JC), Liz Nalet (LN), Kirsty Nicholls (KN), Jack Ingram (JI), Dr Tettah (partial)

1. **Apologies**

Pete Keeble

1. **Minutes of last Meeting**

Vaccination Programme

JC and AR had received vaccination invitations but they only had a choice of going to pharmacies to get it rather than to the surgery.

JI said that the surgery were sending out their own invitations and had a lot of people booked in for May. The new Care Co Ordinator is ringing people who haven’t got mobile phones. At the moment the surgery can only do vaccinations for the over 75s. They do not have the right vaccine for anyone else. JI said the surgery were not advertising the vaccination programme on the website so they could control it better and target the relevant people.

Extended Hours

This is advertised on Facebook and on the practice website. The receptionists are also making people aware of it when they ring up.

Virtual Network of Patients

JC and MH have continued to work on this.

MH has been in touch with a practice in Oxfordshire but their network was not yet up and running. Their practice manager did say that they had failed to get younger people involved.

MH/JC pointed out that there were issues with GDPR so the PPG couldn’t run a virtual network and it would be up to the Practice to run it.

Dr Tettah asked if we could find a practice where the network was up and running so we could get more information about how it worked.

JI said that no one in the local PCN had one in place. NC mentioned that there was a PPG Network meeting that she would attend and would ask the question there about whether anyone had any experience of a virtual network.

 **Action JC/MH**

E-consult

JI said that there had been some updates to the software to make it easier to use and he reported that 25/30 patients were using the system every day.

Practice Updates

JI said the information about the raffle had actually been reported in the EADT.

Process for Delivery of Positive Comments

JI said that the Practice were looking at the website as a whole and that they still had work to do get a testimonial section included. JC thought that positive comments were now easier to find.

AOB

JI said they had trialled the phone system to make sure the urgent phone calls were routed to the top of the queue. Wavenet, the telephone provider had looked at it and JI was confident it was now working properly. He also said that there was an alternative number for emergency services/doctors that could be used by the surgery.

1. **NAPP**

NC reported that the cost of prescriptions has gone up to £9.65.

There is a PPG networking meeting that NC and AR are going to attend. NC will ask how to formulate a question to other PPGs about their experience of online networks. NC will also ask this question on the NAPP network.

**Action NC**

1. **Practice Updates**

JI reported that the additional rooms upstairs at East Bergholt are all being used and there will be four additional rooms by the end of May.

From the end of August there will five trainee GPS and three nurse practitioners. Dr Victoria will be responsible for the supervision of the trainees.

There are two care co-ordinators helping with recalls and vaccinations. A new co-ordinator will be starting at the beginning of June, who will support all teams from and admin point of view, working 25 hours per week. This co-ordinator will be employed by the PCN but will report, on a day-to-day basis, to the Practice.

1. **Emergency First Aid Course**

LM has not been able to get St John’s Ambulance to run a first aid course.

KN will send some contacts she has to LM who may be able to help. **Action KN**

JC said that Healthwatch volunteers who look after the defibrillators ran a course for the villagers that was really good and showed how the process worked with getting a code for the defibrillator.

1. **Comments Boxes**

A suggestion was received about making the sign for the upstairs suites clearer.

There were no cards at Capel for patients to write comments on. It was agreed that the cards should be set up at Capel like in East Bergholt.

 **Action JI**

1. **AOB**

KN said that someone had reported a problem with the toilet seat at East Bergholt. This is to be checked. **Action JI**

JI said that new cleaners had started and done a deep clean of the Practice.

LM suggested putting an advert in the local magazine to try and recruit new PPG members and Dr P to put a post on the website.

£35 has been donated to Capel for flowers.

AR mentioned all the new building developments in the area and wondered how the Practice were going to cope with all the extra patients. JI said the new trainees and extra rooms would help with this. However, he also said how they had 10,000 patients in September but now had 10,500. The Practice was giving out about 15 new patient registration forms every week. JI thought that Capel would present more problems with increasing numbers of patients.

It was agreed that this would be put on the agenda for the next meeting.

 **Action AR/LN**

 **8. Date of next meeting**

 Monday 19th June