**Constable Country Medical Practice**

**Patient Participation Group**

**Notes from the meeting held 15.01.2024. 6-7pm**

**In attendance**:

Andrew Ravasio (Chair), Kirsty Nicholls, Nancy Cohn, Melanie Hodgkins, Jan Cheng, Jack Ingram (CCMP) Dr Tetah (CCMP)

1. **Apologies**: Liz Nalet, Mike Huard, Pete Keeble. A warm welcome was extended to Melanie.
2. **Minutes from last meeting**.
   1. JI had forwarded the Healthwatch survey and Google reviews. The latter needs to be filtered by ‘newest first’ when viewing.
   2. New patient registration forms have had the PPG interest/joining form integrated. Melanie suggested that the form states Patient Participation Group’ in full so that it is made clearer to new patients. **Action JI**
   3. JI reported that most people are able to register online, including the elderly. Paper forms will be available for those who cannot do this.
   4. The welcome pack for patients is being developed. NC offered to help and bring the patient’s perspective to this work.

**Action NC**

* 1. Signage in the surgeries. JI reported that this work is ongoing but it is looking good with white lettering on a blue background in line with NHS branding.
  2. The complaint about the pharmacy/Capel practice is in hand
  3. The practice is working with the Primary Care Network to update the website. The new one will be linked to the telephone system and will be uniform. It isn’t known when it will go live so meanwhile, the current one will be brought up to date. NC volunteered to represent the patient's view on this initiative.

**Action JI, NC**

1. **National Association of Patient Participation (NAPP)**. There was nothing to update.
2. **Practice update:**
   1. A new F/T HCA has been employed, Jamie.
   2. Charlotte has been employed as a Care Coordinator
   3. Phone system - the practice had hoped it would start in March, but it is likely to be delayed as so many practices are also being upgraded.
   4. E- consult could be improved at some point in the future.
3. **Recruitment to the PPG**
   1. JI agreed to the suggestion that we have a poster put up in the waiting rooms. He also agreed to post something on FB. **Action JI**
   2. The poster will be developed by Kirsty (employed by the practice) and NC from PPG for publication in the parish magazines. JI will email it and members will be responsible to put it into their local publication: JC - Quartet, M? = Bentley Bugle, KN - Capel Capers (will find out if there is a charge), AR – East Bergholt Magazine.

**Action JI, JC, KN, AR**

(note from author- have found another called ‘Brantham Bugle’ covering

Brantham, Cattawade and East End)

1. **PCN Survey results**

The practice is very disheartened. They have discovered that other practices distributed the survey differently which could bias the results. CCMP randomised their sample.

1. **Healthwatch Survey**

AR contacted Healthwatch and they confirmed that they do not have an analysis of their surveys, just raw data. They did say they could do a more targeted/focussed piece of work later in the year and will produce a report from it. AR will contact them to find out what level of analysis it would be, if the Practice can influence the areas assessed and if there is a cost before deciding if this will be useful.

**Action AR**

1. **AoB**

Melanie asked if toys could be provided in the waiting rooms. JI said ideally they would but avoid them because of the need for cleaning them.

**Next Meeting 11.03.24. @ 6 pm.**