**THE CONSTABLE COUNTRY MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP MINUTES**

**MEETING HELD 24.08.2015**

**Members present:**

Mrs. Kathy Pollard (Chair) Mrs. Janice Cheng

Mrs. Greta Abbs Mrs. Elizabeth Digby

Mrs Susan Yellop Mr Michael Huard

Ms. Sharon Dixon (Deputy Practice Manager) Mr Andrew Ravasio

Dr. Frank Wells (Dep. Chair) Ms Becky Thomas (minute taker)

Dr. Nancy Cohn Mrs Kirsten Nicholls

Mr. Peter Wright

1. **Apologies:** Mr Pete Keeble (Practice Manager), Ms Gill Jones (Healthwatch), Mr Christopher Dooley, Dr Tetteh to join later.
2. **Notes from last meeting 10.08.15**: The remainder of the minutes were accepted as a true record.
3. **Conflict of Interests**

None declared by members present

1. **Matters Arising**

a.Terms of Reference – still need updated version. Need to consider minimum attendance per year and quorum. **Action: Pete Keeble**

b. A press release has been drafted and sent to Healthwatch. It will also be sent to Pete Keeble, Sharon Dixon and Frank Wells. A photo of the PPG members has been taken. **Action: Kathy Pollard**

c. Sharon Dixon advised that the Practice partners need to discuss the PPG request for a list of the doctors and nurses working in the practice each week to be published. (This publication would not include the name of the duty doctor). **Action: Pete Keeble**

d. Blood tests can be done at Riverside if phlebotomists are not available at Capel of East Bergholt. The practice try to accommodate those with transport issues. A Health Care Assistant is trying to assist with the tests. The option of attending on Saturdays at Ipswich Hospital is being looked into. **Action: Pete Keeble**

e. Sue Yellop had spoken with the Hadleigh Practice. The Hadleigh PPG only had 6 expressions of interest and hence has only 6 members. There are 8/9 doctors. Every so often the PPG spend one day a week in the waiting room but they never hear of any complaints. They do not have comment boxes.

f. PPG members will attend Capel and East Bergholt flu clinics and members are to sign up indicating their availability. **Action: All**

g.PPG members will be provided with name badges. **Action: Sharon Dixon**

h. The Practice have purchased 2 comment boxes – one for each surgery. An area of the waiting room will be allocated to the PPG to display member photos/biogs, aims of the group etc. A nominated person can check the boxes.

1. Peter Wright advised that the East Bergholt Neighbourhood Plan survey results showed a high number of negative comments about the Practice which may be useful for the PPG to identify common themes. A link of the East Bergholt survey results will be forwarded to Kathy Pollard. Becky Thomas advised that the Capel Neighbourhood Plan results also showed high dissatisfaction rates – access to this data will be pursued **Action: Peter Wright and Kirsty Nicholls.**

**Dr Tetteh was welcomed to the meeting**

j. Kathy Pollard agreed that her details should be provided to the NAPPG as the main contact. **Action: Sharon Dixon**

k. Frank Wells advised that he is going to visit an ‘outstanding’ Practice in Cambridge and will report back to the PPG on his findings. **Action: Frank Wells**

l. Greta Abbs highlighted that the PPG had asked for the ‘numbers of people attending appointments each week’ to be made available to patients. **Action: Sharon Dixon**

1. **New Appointment System – Sharon Dixon**

Sharon Dixon presented to the group the New Appointment System publication. The new system starts 7th September. The PPG thought there was a bit of ambiguity around the wording of the time at which patients can start phoning the Practice for an appointment. This will be clarified to show calls can still be made from 8am. A revised document will be circulated to the PPG for comments and then the final version made available for collection at Capel and East Bergholt. **Action: Sharon Dixon.**

PPG members are to distribute the revised New Appointment System documentation where they can. **Action All**

1. **Improvement Plan – Sharon Dixon**

A number of issues were identified by the CQC. Each GP has been allocated a lead area.

1. Data Quality Lead – Dr Omar.

Processing of clinical correspondence. A revised work practice was put in place and was reviewed last week. Letters of correspondence are now scanned and coded (ie new problem, old problem) by the trained data team staff and sent to GP. (Clarification was sought on processing of test results – these go straight to GP and are not part of the clinical correspondence process). The new process will be reviewed. **Action Dr Omar**

Frank Wells thought it might be useful for PPG to know of difficulties that the practice experiences with secondary care providers. Dr Tetteh advised this is being addressed by the CCG.

Kathy Pollard and others expressed concern that there could be potential delays of one day in Capel in receiving test results. Sharon Dixon advised that when correspondence is received by fax this is logged in a book. All correspondence and test results go to East Bergholt.

1. Lack of evidence/documentation of clinical process – Dr Victoria

Learning from significant events. There is now a new protocol. An event is discussed at the appropriate team meeting and the action of learning is minuted. (Team meetings include those for data, secretarial, clinical and full practice).

Andrew Ravasio asked how events were reported. Sharon Dixon advised they are either issues reported by patients or those identified by staff. Staff can ask secondary care providers to log an event.

The significant event log is to be audited. **Action : Sharon Dixon.**

1. Transparent and GP led supportive culture – lead?

The Practice has addressed this by actioning the following: a governance structure is now in place, there is an assigned mentor for each clinician, there is a GP open door policy ie for nursing team or reception staff, there is a lead GP for all areas and there are constant meetings.

Janice Cheng asked whether the mentor is the same person as the line manager. Sharon Dixon advised it could be, but a different GP could be chosen if needed.

Sharon Dixon advised that the approximate date for the return of the CQC is 23rd October. Each GP will carry out a presentation on their lead area. A PPG member will be asked to attend a mock presentation session. The re-inspection will be a full inspection. Sharon Dixon and Dr Tetteh confirmed Capel will be inspected.

1. Ensuring safe practice – Dr Tetteh

There is a process for identifying safety alerts. There could be anything from 1-3 alerts a week. This process will be reviewed soon. **Action: Sharon Dixon.**

1. Improving access to clinicians

A new process is now in place and details can be found on the publication ‘New Appointment System’.

Frank Wells raised the issue of importance of continuity of care. Sharon Dixon advised this should be addressed by increase in number of pre-bookable appointments.

Kirsten Nicholls highlighted previous problems with release of appointments online.

The new process will be reviewed and the numbers of how many book on line and don’t turn up will be monitored. **Action: Sharon Dixon**

A comment will be made on the new ‘New Appointment System’ sheet about how to obtain a password for booking online. **Action: Sharon Dixon**

The PPG will listen to patient’s comments on the new process and feedback to the PPG group.

Kathy Pollard asked about offer of extended hours. Sharon Dixon advised the Practice were addressing issues raised by CQC first and would put this on agenda for later date. Dr Tettah advised the CCG has money to organise extended hours ie by patients going to Riverside. It would potentially be run by Suffolk GP’s not locums. PPG members raised concern that this is not the same as visiting your own local practice.

Andrew Ravasio asked if the Practice GP strength was ok. Sharon Dixon advised another GP would be useful. The Whole Time Equivalent of GP’s at the Practice will be looked into. **Action: Sharon Dixon**

1. Robust control and cleaning – Sharon Dixon

Revised cleaning cycles are in place with the cleaners. All protocols have been reviewed. There is a new lead nurse and an infection control nurse came in and wrote an action plan for the Practice.

The Improvement Plan Summary is to be updated on the web. **Action: Sharon Dixon**

1. **Communication with Patients**
2. Kathy Pollard advised she had signed up for the e-newsletter and communication could go out to patients in this form. Sharon Dixon advised this is planned.
3. Mike Huard asked what the structure of information gathering at the flu clinics would be – it was considered that an unstructured listening approach is the best.
4. Frank Wells asked if the letter inviting people to flu jabs could include a sentence telling people that PPG members will be present and interested in gaining patients views. **Action: Sharon Dixon**
5. A slip of paper outlining the role of the PPG will be prepared to handout at the clinics and also a comment card for people to complete. **Action: Kathy Pollard**
6. Kathy Pollard suggested it would be useful for PPG members to visit all the parish council meetings to introduce the group and provide contact details.PPG members volunteered to assign themselves to a certain parish council. A final list will be circulated. **Action: Kathy Pollard**
7. Peter Wright will contact U3A, Becky Thomas will go along to the 3 Capel toddler groups and Tuesday coffee morning and Frank Wells will go along to the Senior Citizens lunch and tea all with aim of introducing the PPG group.
8. **Patient Transport**

Greta Abbs provided an overview of the Patient Transport system for the East Bergholt surgery. Everyone agreed what a good service was being offered. Working under the principals of the WRVS, Greta receives a list of patients from the practice once a week and co-ordinates drivers to transport patients to their appointment (and sometimes on to the hospital if needed). Greta also receives some calls from patients on the day. A £2 contribution is asked to cover petrol costs.

Kathy Pollard suggested this system be raised with Parish Councils as it demonstrates a need in the community.

1. **Agenda items for next meeting**

Review of the first day of the new appointment system. Sharon Dixon

Report on visit to an ‘outstanding’ GP Practice. Frank Wells

For noting – apologies from Pete Keeble.

Date of next meetings:

07.09.2015 @ 6pm – East Bergholt Surgery.

**Parish council representatives**

Bentley Rep needed

Brantham Nancy Cohn

Capel Kathy/Kirsty

Copdock and Washbrook Frank Wells

Dedham Frank Wells

East Bergholt Great Abbs

Holton St. Mary Janice Cheng

Stratford St. Mary Andrew Ravasio

Great Wenham Liz Digby

Little Wenham Rep needed – Kathy to email report