**THE CONSTABLE COUNTRY MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP MINUTES**

**MEETING HELD 07.09.2014**

**Attendance:**

Kathy Pollard (Chair) Frank Wells (Vice Chair)

Becky Thomas Jan Cheng

Peter Wright Greta Abbs

Andrew Ravasio Nancy Cohn

Kirsty Nicholls Mike Huard

Gill Jones (Healthwatch) Sharon Dixon (Deputy Practice Manager)

Liz Digby (minute taker) Dr Victoria Okpiabhele (GP)

1. **Apologies:** Pete Keeble, Chris Dooley, Sue Yellop, Dr Victoria to join later
2. **To agree minutes from meeting held 24.08.15.** It was agreed that these minutes were a true record.
3. **Conflict of Interests.** Gill Jones from Healthwatch declared an on going conflict.
4. **Update on actions from last meeting.**
5. 6c on page 3 – Sharon confirmed that Dr Ayache was the Transparent and GP led supportive culture lead.
6. 7e on page 5 – we still needed two representatives to act as a link for Bentley and Little Wenham councils. Mike agreed to be the link for Little Wenham and Becky agreed to be the link for Bentley. It was agreed that we did not need to attend all meetings, but we should attend occasionally and make ourselves known to members of these councils.. It was agreed that this information should be added to the website, and parish notice boards to have a summarised version of our head and shoulder photo and information sheet. Confirmation of contact numbers needed to be added to the information sheet. Kirsty and Andrew requested that only their mobile numbers should be displayed, and Sue requested to have no number on the sheet.

**Action: Kathy to e.mail Sharon with contact list**

1. Greta asked for confirmation where the Riverside Clinic was as there could be confusion with the Riverside Surgery in Manningtree,

**Action: Sharon to make sure all staff knew where to direct patients if they need to attend Riverside clinic for phlebotomy services**

1. Group photo – Sharon needs to email the group photo to Kathy. Healthwatch will send it out Suffolk press and the Essex County Standard.

**Action: Sharon**

1. Terms of reference still needed to be finalised by Pete on his return from holiday. It was agreed that 7 members would constitute a quorum and that members should attend a minimum of 9/12 meetings. Gill suggested that if a member was absent for 3 meetings in a row, then the Chair would have a conversation with that member. It was agreed that this was just an aim, and should be reviewed if problems of absenteeism occurred. Frank suggested setting dates for meetings in advance to make it easier for members to organise their diaries.

**Action: Pete to finalise terms of reference**

**Dr Victoria joined the meeting**

1. Flu clinics – It was agreed that 2 members of the PPG each hour should attend in order to help, introduce themselves to patients and hand out comment cards. Kathy had already distributed rota. Sharon said the Practice were keen to explore the possibility of holding flu clinics in outlying villages during established coffee mornings and clubs, etc. The Group felt that this was a good idea in principle, but it may be difficult to get it properly organised for this year. After discussion it was agreed that there would be a trial one at Capel coffee morning this year and if well received, then it could be properly organised for next year.

**Action: Sharon to contact Joan Goulding who co-ordinates Capel coffee mornings.  
Kathy to email Sharon with Joan’s phone number.**

1. Page 1 4c - Sharon advised that the Partners still needed to be consulted about PPG request for a published list of doctors and nurses working in the practice each week.

**Action: Sharon to consult Partners**

1. Phlebotomy services - Sharon stated that the practice was still experiencing difficulty with phlebotomy appointments. To deal with the problem the practice was putting in additional hours for this service from nursing staff. However they were still awaiting a response from Ipswich Hospital regarding whether blood tests could be done there, and from NHS England to see what help they could provide to alleviate this situation.
2. Comment boxes – There are now 2 comment boxes in both surgeries. Frank brought back sample comment cards from Sawston Practice and it was agreed that something along these lines would be suitable. Kirsty agreed to look into costs of getting these printed. Sharon suggested that the Constable Country Medical Practice logo to be on the cards.

**Action: Kirsty to investigate costs of printing comment cards and to report to Sharon**

1. NAPPG – Kathy signed form and will be main contact.
2. **Report from Frank on Sawston Practice Visit (Sawston had received “outstanding” rating from the CQC recently)**

Frank had already submitted report for PPG members to read. Unfortunately Sharon and Dr Victoria had not seen a copy of this report prior to the meeting. Greta asked who facilitated the “buddy” system they had in place. Frank said he didn’t know, but would contact the practice to find out. Greta expressed concern that we may not have the expertise within the group to facilitate this ourselves if it was a PPG initiative.

Discussion took place around the Rapid Action Clinic which is a GP led clinic where one GP takes responsibility to look at all results and correspondence arriving at the practice during that day, and to pass on to the relevant GP anything that requires action. Sharon and Dr Victoria were asked if they felt this was a better system than the one we operated. Sharon felt that this would be an onerous task for one doctor, and Dr Victoria felt that it wasn’t good use of a doctor’s time to look at correspondence and results all day. Sharon went on to explain that all correspondence and results were seen on the day they arrived by the GP’s and that ALL urgent correspondence and results sent to Capel were faxed to the East Bergholt surgery. Frank asked whether the decision around urgency was made by a clinical member of staff or non-clinical member of staff. Sharon stated that urgent correspondence was often faxed and this was shown to the GP’s at Capel before faxing across to East Bergholt. Dr Victoria backed this up by saying that the majority of urgent correspondence was always faxed from secondary care. The practice felt the system we had in place was a good, robust one and there was no need to review it further.

Sharon was keen to let us know that the practice had recently been visited by another practice manager whose practice had a received a “good” rating from a recent CQC inspection. When outlining systems at their practice, they were not very different from ours at the time of the last inspection. Gill commented that the CQC visit was a “snapshot” in time although Jan did comment that some of the things the CQC were looking at such as auditing and policies should always be in place.

Sawston Practice also provided late clinics. Sharon that this was on the development plan for future discussion, but at the moment the Practice was concentrating on getting through the reinspection from the CQC.

Greta Abbs asked if all GP’s had seen Frank’s report. Kathy said she would forward the report to Sharon.

Sharon had statistics showing that the practice doctors and nurses offered around 1000 appointments each week. She stated that the national average was around 100. Discussion took place whether the national average statistic was correct. Sharon was asked if this figure was displayed in the waiting rooms as had been suggested before as it would be a positive move.

**Action: Kathy to forward copy of report to practice**

**Sharon to arrange for appointment numbers to be displayed in surgeries**

1. **New Appointment System**

This began today and Sharon reported that it was unusually quiet for a Monday morning, but so far all was well. Doctors appointments had been extended during the morning to accommodate any problems that may have arisen, but these were not needed. 22 people were triaged and of these 5 were booked in today, 1 was a home visit, 2 were rung by the duty doctor but were unavailable and the duty doctor dealt with the rest over the phone. 11 appointments today were booked on line. Kirsty asked whether the on line bookings could be monitored for DNA’s as this could be a problem, although there were no DNA’s today.

Peter asked how people knew about the new system and a discussion regarding which flyer to use took place. Copies of the appointment flyer had been put in most public places in East Bergholt. Copies were handed to members to distribute in their local areas. Sharon will make sure that the new flyer is available on both sites.

Sharon also asked whether PPG members would be interested in helping with Customer Skills Training for the reception staff. Discussion took place around whether this would be feasible. Andrew stated that this training is highly specialised and delivery needs to be carefully planned for it to be a positive exercise. This was endorsed by Nancy and Jan. Jan suggested Sharon come back to the next meeting with clear objectives of what sort of training is needed.

**Action: Sharon to distribute the revised flyers to both sites.**

**Sharon to bring objectives for training to next meeting.**

1. **Head and Shoulder Sheet**

It was agreed that no letters should be after names. Nancy’s name to be corrected. Contact details to be emailed from Kathy to practice . Liz and Kirsty’s details to be re-sent to Sharon. It was agreed that parish council liaison details should be added to each photo.

**Action: Kathy and Sharon**

1. **Frequency of meetings**

It was suggested that monthly meetings would now be adequate. Mike raised an objection to this stating that it was important to have more frequent meetings up to and just after the next CQC re-inspection and to analyse the flu jab feedback. It was agreed that if we have the 1st Monday in the month as a set day, then the November meeting would be meeting just after the next inspection. Greta did point out that unless meetings were in the same week, it was difficult for those people who had many regular meeting commitments to take holidays.

**Agreed: Meetings, monthly 1st Monday in the month**

1. **Update on Patient Transport**

Greta asked for an update – Kathy had advertised in October parish magazines for volunteer drivers. Frank said he would ask at Days Road Church. Greta emphasised that we were looking for a liaison officer in Capel as well as volunteer drivers.

**Sharon and Dr Victoria left the meeting at this point.**

1. **Issues to discuss with Dr Ayache and Dr Omar**

Kathy and Frank were meeting with the two doctors and they asked members if they had items to be discussed. The meeting had been requested by Kathy and Frank primarily to emphasise that patients at the practice are very unhappy and the PPG were here to help the practice address all issues of concern. Nancy and Greta were surprised that this meeting had not been discussed at a PPG meeting before arranging. Liz felt that it had been mentioned at the last meeting, but was it was not on the minutes. Discussion took place around whether just 2 members should be present at the meeting but it was agreed that any more people present may make the meeting difficult, and that the group should have confidence in Kathy and Frank taking things forward. Kirsty stated that it was important to put forward the image that we are here to help. Kathy said her hope was that this meeting would build confidence between the doctors and the PPG. Gill said that it was also important for Kathy and Frank to elicit the expectations of the PPG at this meeting.

1. **Agenda items for next meeting**

Complaints process, re-inspection from CQC, Customer skills training, possible speakers at PPG meetings

1. **Date of next meeting, Monday 5th October 2015 at 6 pm – East Bergholt Surgery**